

# Gale Ann S. Baltazar, MBA



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2106B, Al Reem Island Abu  
Dhabi City, Abu Dhabi UAE.

## EDUCATION

**Master of Business Administration**  
Lyceum of the Philippines University-  
Batangas  
06/2016 - 06/2018

**Bachelor of Science in  
Entrepreneurship**  
De La Salle- Lipa Philippines  
06/2010 - 04/2014

## SKILLS

### PROFESSIONAL

- Knowledgeable in Branch Banking Operations and Sales
- Motivated & Proactive Approach
- Good Convincing & Negotiating Skills
- Competitive and able to work in a fast phase environment
- Fluent in English communication (Spoken & Written)
- Customer Focused
- Cash Handling & Management
- Computer Knowledge (Microsoft, Excel, D365)
- Signature Verification and 3<sup>rd</sup> Currency Verification
- Driving Skills

## LANGUAGE

English (Fluent)  
Filipino (Native)

## PERSONAL DETAILS

Birthday: 09/29/1993  
Status: Married  
Visa Status: Sponsorship  
Nationality: Filipino

A professional banker with eight years of experience in branch banking operations and sales. Customer focused, goal oriented and shows a high level of commitment to give the best customer service and able to meet and exceed target sales in various products and services.

## EXPERIENCE

**Customer Service Associate | Senior Marketing Assistant**  
**BDO UNIBANK INC PHILIPPINES | 08/2014 - 12/2022**

Provide the best financial services to walk in and existing clients as follows:

### Senior Marketing Assistant

- Actively sell/cross sell bank's products and services (e.g. Homeloan, Autoloan, Credit Cards, Personal Loans, Bancassurance etc.)
- Process over the counter and online account opening making sure it follows the bank's and government strict policies.
- Create strong relationship by encouraging the clients to maintain CASA
- Meet and exceed branch sales target
- Respond/ assist to client's inquiries (e.g. ATM cards, online banking concerns, CASA concerns etc.)
- Telemarketing of banks products and services

### Customer Service Associate

- Perform over the counter transactions with foregoing efficiency following strict guidelines to overall Bank and Group policies.
- Handling of multiple deposits, withdrawals encashments, transfer of funds, buying and selling of Php & USD notes.
- Processing of over the counter payments accepted by the bank.
- Releasing of remittances & creating of SOA, Bank Certificate, Demand draft, Managers Check.

## REFERENCES:

Mirinda S. Manalo | BDO Marketing Supervisor|+639171002834  
Katherine S. Brucal | BDO Service Supervisor| +639177995730  
Emmanuel King De Pedro | BDO Branch Manager| [bh.batangas-city-rizalavenue@bdo.com.ph](mailto:bh.batangas-city-rizalavenue@bdo.com.ph)