



JOHN JEHAN ALVAREZ

PAYMENT SPECIALIST / BANKING OPERATIONAL

QUALIFICATIONS

- Bank Operations and Sales (Managing and Processing of Clients Account and Mastery of Bank Products)
- Customer Relationship Management

CONTACT INFORMATION

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Address: Muhaisnah 4, Dubai, UAE

PERSONAL INFORMATION

Date of Birth: February 4, 1994
Place of Birth: Quezon Province
Sex: Male
Civil Status: Single
Nationality: Filipino

EDUCATION

- Polytechnic University of the Philippines
– BS Mathematics

SKILLS

- Client Obsessed
- Communication Skills
- Leadership Skill
- Can Work Under Pressure
- Complex Problem Solving
- Coordination and Monitoring
- Time Management
- Service Orientation
- Active Learning and Listening Skills
- Computer Literate
 - MS Word/Excel
 - MS Excel
 - MS Powerpoint

WORK EXPERIENCE

Payment Lifecycle Specialist IV - Manual Payment Utility Ops

JP MORGAN CHASE & CO. | NOVEMBER 2022 TO DECEMBER 2023

- Process/verifies telegraphic transfers, both incoming and outgoing via FTS and SWIFT.
 - Manual Payments (FTS & PRPC Transactions)
 - *Low & High Value Payments in Multi Currency
- *Conducting Direct Debit Authentications (SEPA, BACS & CHF)
- *Conducting Standing Order Payments Verification
- Collaboration with other departments for Innovation & process Improvements.
- Ensuring end-to-end transaction was held properly (Set-up & Reconciliation).
- Ensuring every transaction had no negative impact on the firm and clients by conducting constant internal payment audit review.
- Ensuring every transaction was authenticated by conducting system verification and client callback as per company standard procedure.
- Provides excellent customer service at all times.
- Able to do ADHOCS task from Management to support daily transactions.

Operational and Sales Associate

BANK OF THE PHILIPPINE ISLANDS | NOVEMBER 2017 - NOVEMBER 2022

- Performs set-up, onboarding and maintenance of products into various systems and applications (Customer Service Operations - Account Opening)
- Conduct KYC/AML/OFAC/FATCA/Due Diligence (CDD/EDD)
- Monitors completeness of transactions across various systems and applications
- Conducts research and investigation to resolve accounting breaks
- Performs initiation of payments instructions for various business purposes
- Monitors multiple workflow queues to ensure requests are actioned upon timely
- Recommends and implements innovation ideas and process improvements
- Actively supports and delivers team and organizational initiatives and projects
- Provides support to management for administrative and adhoc deliverables
- Performs in Sales productions (Loans, Credit Cards, Investments etc.)
- Assisting and Monitoring After Sales transactions.
- Cash Management (Cash Handling/ Teller Operations)
- Process buying and selling of foreign currency to Treasury Department.

Data Analyst

ACCENTURE | APRIL 2015 - AUGUST 2017

- Managing and processing claims transactions

CHARACTER REFERENCES

Ms. Bianca Camille Aguas, LPT

Primary/Secondary Maths Teacher
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Ms. Emma Luz Falsario, LPT

Head of Secondary Maths Department
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