



# FLEUR DARYL IDMILAO

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📍 Barsha Heights, Tecom,  
Dubai, UAE

## Education

**Bachelor of Science in Business  
Administration – Financial Management**  
Our Lady of the Pillar College Cauayan– San  
Manuel Campus  
2013–2017

**Bachelor of Science in Education**  
Isabela Colleges  
2017

## SKILLS

**Computer Literacy**

**Customer Service**

**Communication skills**

**Problem Solving**

**Attention to Detail**

**Presentation Competency**

**Language**

**English**

**Tagalog**

Knowledgeable Bank Loan Servicing Assistant with 6 years of banking experience providing excellent customer service through accurate customer transactions. A quick learner who can easily adapt new techniques in minimum possible time, multitasking skills and has the ability to meet tight deadlines.

## Work Experience

- **Mar 2024– Present**  
**Beehive Adaptive Global Services Corporation**  
Digital Correspondence – Data Service Provider  
Fivelakes Law Group–USA  
Work from home– Online Night Shift UAE time)
  - Provide to Client Computer Data Processing and other computer related activities.
  - Ensure all customer interactions and after interaction procedure are executed according to prescribed procedures or as directed.
  - Perform other debt relief services tasks during downtimes to include but not limited to document uploading.
  - Collect, properly store transmit information gathered off research activities.
- **2017 – 2023**  
**Rural Bank of San Mateo (Isabela), Inc.**  
Branch Loan Servicing Assistant
  - Assist in the preparation and organization of loan documents, ensuring accuracy and completeness according to regulatory requirements and internal policies.
  - Interact with borrowers to answer inquiries, provide assistance with loan-related matters, and address concerns or issues.
  - Payment Processing – Handle incoming payment from borrowers, process payments accurately and update loan records accordingly.
  - Maintain accurate and up-to-date records of loan accounts, including changes in borrower informations, payment and other relevant details.
  - Assist in monitoring delinquent accounts, contacting borrowers to arrange payment plans, and initiating collection procedures as necessary.
  - Generate and maintain reports related to loan portfolios, delinquency rates and other relevant metrics for management review.
  - Conduct regular reviews of loan files and data to identify discrepancies errors, or missing information, and take corrective action as needed.
  - Ensure compliance with applicable laws, regulations and internal policies governing loan servicing activities, including but not limited to fair lending practices and consumer protections laws.

## References

**Leony Antonio**  
Senior Finance Manager  
Marina Plaza, Dubai UAE  
Phone: 0586169913

**Christie Ana Lorenzo**  
Head Loan Servicing  
Rural Bank of San Mateo  
Phone: 09173175502