



Manny Santos de Leon

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A dynamic and proactive Senior Marketing Executive with 18 years of extensive experience in administration and management in financial industry coupled with can-do attitude, strong interpersonal relations, communication skills and focus on details.

Career Summary

SR. REMITTANCE CUSTOMER SERVICE

Al Zamil Exchange and Remittance
April 2001 – April 2019

- Conducts marketing campaign and promotion in line with the corporate strategy.
- Creates plan on gaining and retaining customers and ensure they are regularly updated with new products and services.
- Initiate plans based on customer surveys/feedback to enhance or redirect marketing strategies in the future.
- Perform searches, disseminate information and actions in social media to better understand the needs of the market and how to turn them into customers.

Attends and capture customer complains, inquiries and suggestion as part of our continuous improvement mechanism.

CUSTOMER SERVICE REPRESENTATIVE

Speed Cash (Saudi American Bank)
March 2000 – April 2001

- Initiate data entry procedure for new and returning customers.
- Compile and verify accuracy of customer information in accordance to the Saudia Arabian Monetary Authority guidelines.
- Review data for deficiencies or errors, correct any incompatibilities if possible and check output
- Research and obtain further information for incomplete documents
- Apply data program techniques and procedures
- Generate reports, store completed work in designated locations and perform backup operations
- Respond to queries for information and access relevant files

- Comply with data integrity and security policies.

Education

- 1992 – 1996
St. Jude College
Graduate of Bachelor in Hotel and Restaurant Management
- 1984 – 1988
Norzagaray Academy
Secondary Education
- 1978 – 1984
Norzaragay Elementary School
Elementary Education

Skills & Abilities

- Proficient in English and in Arabic
- Knowledgeable in Microsoft Office programs
- Proven effective marketing skills
- Driving

PREFERENCE;

Lady Jamaica D. Buenaventura

Senior Nurse at Salma Rehabilitation Hospital, Al Ain

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