



JOMAR ALCANTARA

PROFILE

Bank Teller with 5+ years experience providing excellent customer service and accurately processing financial transactions. Adept at managing multiple tasks and quickly resolving customer inquiries. Demonstrated success in customer service, product knowledge and team collaboration.

✉ jyaaalcantara@gmail.com

☎ 0525706951

📍 1408 National Cinema Bldg.
Najda St., Abu Dhabi, UAE

EDUCATION

- **Far Eastern University
Diliman - FERN College**
*Bachelor of Science in Business
Administration Major in Financial
Management*
Completed in 2016

SKILL

- Negotiation Skills
- After Sales Support
- Strategic Selling Skills
- Microsoft Office
- Digital Marketing
- Critical Thinking
- Solid communication and interpersonal skills
- Customer Service
- Problem solving
- Time Management

LANGUAGE

English
Filipino

WORK EXPERIENCE

Penshoppe | Sales Associate

2014 - 2016

- Assist customers in purchasing items.
- Do inventory of stocks.
- Assist in cashier work.
- Arrange items in the store.

Asia United Bank | Teller

2016 - 2019

- Conduct dozens of bank's routine transactions within time limits and established guidelines (cash checks, accept deposits and loan payments, process withdrawals etc)
- Explain products and services available to prospective customers and assist them in preparing applications.
- Cross sell products.

Asia United Bank | Head Teller/Service Auxiliary

2020 - 2022

- Manages deposits, withdrawals, and other financial interactions while providing excellent customer service for commercial and savings accounts..
- Provides access to the vault and safety deposit boxes.
- Replenishes ATM machines.
- Carries money to the vault and audits the vault regularly with the help of another employee.
- Creates reports at the end of each shift for reference.

China Banking Corporation | Marketing/Loans Executive

2022 - 2024

- Interview applicants to determine their financial eligibility and feasibility
- Maintain an active knowledge base of all of the organization's loan products and an understanding of the qualifications required of each applicant.
- Answers telephone calls; responds to customer inquiries relative to account balances, loan balances and payoff requests.
- Assists clients and business people in choosing a loan product and applying for it.
- Evaluate credit worthiness of customers