



# JUAN D. DELA CENA JR

## Cashier And Teller Remittance

### About Me

Dedicated with experience in achieving tangible result and cross-team collaboration. proactive and excited to partner with like-minded individual to achieve goals .



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K5 building, muraqabat dubai. UAE

### Language

- English

### Personal information

Date of Birth: January 18, 1997

Nationality: Philippines

### Education

Graduated:

Masbate college

Bachelor of science in accountancy  
2013-2017

### Operational Skills

Management Skills

Data Analysis

Digital marketing

Negotiation

Critical Thinking

Leadership

Adaptability

### Professional Summary

Dynamic and result-driven finance professional with over a year of experience of high- performing teams in banking and finance operations. skilled in managing workloads efficiently and ensuring the accurate and timely completion of financial reports and records . dedicated to delivering thorough assessment for clients, and providing insights to support informed decision-making in banking and finance operation.

### Experience

#### CARD Bank Inc. - Account officer and Marketing Officer Masbate City, Philippines May 2018-June 2024

- Maintain comprehensive records of customer interactions, complaints, and resolutions, adhering to bank policies and regulatory standards.
- Oversee card application processes, including reviewing applications, conducting credit checks, and approving or denying credit limits based on financial assessments..
- Respond to customer inquiries regarding card accounts, balances, and transactions, providing timely and accurate information.
- Resolve card-related issues, including declined transactions, incorrect charges, and account access problems, ensuring high customer satisfaction.
- Investigate and address complaints related to unauthorized transactions and process disputes in coordination with relevant departments.
- Guide customers through applying for new credit and debit cards, adjusting credit limits, and upgrading cards, while educating them on benefits, rewards programs, and promotions to enhance usage and satisfaction.
- Support customers with payment inquiries, billing issues, and setting up payment methods such as autopay to ensure timely payments.
- Collaborate with the fraud prevention team to monitor suspicious activities and escalate complex cases to ensure quick resolutions and customer satisfaction.

#### ARKY Construction - Admin Officer (Payroll) Masbate City, Philippines April 2017-April 2018

- Manage and process payroll for all company employees, ensuring accuracy and timely disbursement of wages.
- Collect, verify, and input employee timesheets and attendance records into the payroll system.
- Calculate employee salaries, bonuses, overtime, deductions, and taxes in accordance with company policies and legal requirements.
- Prepare and submit payroll reports to finance and management, coordinating with HR and department heads for leave, overtime, and other payroll requests documentation and approval.