

JOVIE ANN G. CASTAÑEDA

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Email Address: jovieanncastaneda@yahoo.com
Location: Abu Dhabi, UAE
Language Spoken: English, Filipino
Visa Status: Tourist Visa



ACADEMIC QUALIFICATION

Bachelor of Science in Business Administration Major in Financial Management

University of the Cordilleras
Governor Pack Rd., Baguio City, Philippines
S.Y. 2012-2015

CAREER SUMMARY

- 6 year Customer Service Associate – BDO Unibank – Philippines
- 7 months Accounting Staff – Newest Food Marketing – Philippines
- 2 years Secretary – CBB Law Firm - Philippines

SKILLS

- Proficient in Microsoft Office Applications (Excel, Word and Powerpoint)
- Experience in Administration/Document Controller work and ability to coordinate all related works
- Experience in written and verbal communication
- Strong Customer/Client Service
- Flexible, can withstand pressure at work, good interpersonal skills and team player

PROFESSIONAL EXPERIENCE

Customer Service Associate

BDO Unibank
G/F Manna Mall San Fernando City, La Union Philippines
July 2018 – November 2024

Job Description:

- Providing exceptional customer service by addressing clients inquiries, resolving issues and offering banking solutions
- Processing of financial transactions including cash deposits, withdrawals, fund transfers, bills payment and outward foreign telegraphic transfer.
- Assisting clients with account management including opening new accounts, updating information and advising on banking products and services
- Handling cash transactions, balanced daily cash on hand and ensuring compliance with bank policies and procedures
- Conducting customer due diligence and maintaining confidentiality of clients information

- Collaborating with team members to achieve branch targets and enhance overall all clients satisfaction

Accounting Staff

Newest Food Marketing
Brgy Acao Bauang La Union Philippines
November 2017 – June 2018

Job Description:

- Responsible for payables and receivables including collections and monthly reports
- Responsible for processing and posting business transactions in accounting system from issuance of invoices, recording of payments/receipt voucher, cash/cheque voucher and other company financial reports
- Regularly assess and document the quantity and condition of stocks on hand monthly
- Generate and maintain reports on promotional offers used by clients
- Inspect and manage products that are damaged and returned items.
- Handling petty cash disbursement and replenishment including cash flow reports

Secretary

CBB Law Firm
Unit 3H West Burnham Place # 16 Kisad Rd., Baguio City
February 2016 – August 2017

Job Description:

- Scheduling and coordinating hearings, appointments and meetings
- Preparing monthly statement of accounts for credit customers
- Drafting and encoding routine correspondence and reports
- Handling of phone inquiries, messages and transfer calls

PERSONAL DATA

Birthdate: July 2, 1995
Gender: Female
Civil Status: Single
Nationality: Filipino

I hereby certify that above information is true and correct. Character references are available upon request.

JOVIE ANN G. CASTAÑEDA
Applicant