



PROFILE

A frontliner with eight years of experience in branch banking operations and sales. Customer focused, goal oriented and shows a high level of commitment to give the best customer service and be able to meet and exceed target sales in various products and services.

CONTACT

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SKILLS

- Knowledgeable in Branch Banking Operations and Sales
- Motivated & Proactive Approach
- Good Convincing & Negotiating Skills
- Strong problem solving skills

Gale Ann S. Baltazar

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

Lyceum of the Philippines University-Batangas
06/2016 - 06/2018

BACHELOR OF SCIENCE IN ENTREPRENEURSHIP

De La Salle- Lipa Philippines
06/2010 - 04/2014

WORK EXPERIENCE

BDO UNIBANK INC PHILIPPINES | 08/2014 - 12/2022

Senior Marketing Assistant

- Serves as the primary point of facing customers, managing incoming inquiries in person, email and phone in timely, professional and efficient manner.
- Actively sell bank products and services (e.g. Homeloan, Autoloan, Credit Cards, Personal Loans, Bancassurance etc.) working closely with the customer to create long term relationship and loyalty,
- Process over the counter and online account opening making sure it follows the bank and government strict policies through Risk profiling, Anti-Money Laundering, Know Your Customer (KYC).
- Performs customer's identification capture and biometrics
- Accurately records all the information of new and updating clients through CRM and AS-400 System, collect and file all the supporting forms following company's filing system.
- Resolves conflicts and issues that may arise in a timely, efficient and professional manner and collaborating the matters on other departments if necessary.

- Competitive and able to work in a fast phase environment efficiently
- Fluent in English communication (Spoken & Written)
- Customer Focused
- Cash Handling & Management
- Computer/Software Knowledge (Microsoft Office, CRM, AS-400, Remote Delivery Channel)
- Driving Skills

PERSONAL INFORMATION

Birthday: September 29, 1993
 Visa: Resident Visa
 Marital Status: Married
 Religion: Roman Catholic

- Cold Calling of banks products and services to create a new pipeline of customers and close deals.
- Perform ad-hoc task assigned by the manager and supervisors
- Maintain cleanliness and organize manner of the work premises

Customer Service Associate – Teller

- Provide fast and excellent customer service following strict guidelines to overall Bank and Groups which include multiple cash deposits, withdrawals encashments, transfer of funds, buying and selling of Php & USD notes.
- Assisting clients in using Automated teller machine and Cash Deposit Machine
- Creating statement of accounts and bank certificates using AS-400 system.
- Processing of remittances (MoneyGram, Cash Pick Up Anywhere, Iremit)
- Balance cash drawer/register/float by counting cash at the beginning and end of work. Transfer all the cash to head teller in a timely and efficient manner.
- Verify signature, biometrics and identification cards
- Verification of notes
- Cross Selling of bank products and services
- Processing of cash advance on local and international credit cards using POS.