



# WALLY JOHN B. ARENGA



wjbarenga@gmail.com



+639560155291



www.linkedin.com/in/wally-john-arenga



Block 10 Lot 25, Darluz Subd., Brgy. Tibal-og, Sto. Tomas, Davao del Norte, Philippines, 8112

## OBJECTIVE

To gain employment in a company that is highly motivating and challenging but positive in atmosphere. Providing the best opportunities to grow and utilize employee's potential in achieving company's goals.

## SKILLS

- Customer service
- Leadership experience
- Interpersonal skills
- Attention to Details
- Time management
- Teamwork

## EDUCATION

- **Bachelor of Science in Business Administration major in Banking and Finance**  
**Bukidnon State University** | Sto. Tomas, Davao del Norte, Philippines  
Year 2006 - 2010

## WORK EXPERIENCE

### OPERATIONS OFFICER – JUNIOR ASSISTANT MANAGER | Security Bank Corp. | Feb.2024 – present

- Assists in overseeing the operations of Digibanker Check Cutting and CWS Facility in terms of service delivery, productivity, and strict compliance to established policies of the Bank and other regulatory agencies.
- Assists customers' needs (internal, external and stakeholders) and exceed their expectations regarding Digibanker MC Printing and Check Writing System.

### CUSTOMER ADVISOR – JUNIOR ASSISTANT MANAGER | Security Bank Corp. |

Sept.2019 – Jan.2024 (4yr. & 4months)

- Perform new account opening and over-the-counter transactions and requests in accordance within the established policies and procedures of the Bank. Promote other products and services of the Bank.
- Process and handle various client inquiries and complaints.
- Perform other related tasks which may be assigned from time to time.

### SERVICE ASSOCIATE – NEW ACCOUNTS | China Bank Savings, Inc. | July2018 – Sept.2019 (1yr. & 2months)

- Perform new account opening within the established guidelines and promote bank products.
- Process and handle various client requests and complaints.

### ACCOUNTING ASSISTANT | Convoy Haulage Limited | May2014 – March2018 (3yr. & 10months)

- Generate and record Sales invoices to clients.
- Record customer payments and perform accounts receivable reconciliation.
- Prepare payments to different suppliers and performs accounts payable reconciliation.
- Prepare and administer payroll, deductions and other employee contributions.
- Manage Petty Cash and ensure monthly Bank statement reconciliation.

### CUSTOMER SERVICE ASSISTANT – TELLER | Rizal Commercial Banking Corp. | Feb.2011 – Mar.2014 (3yr. & 1month)

- Perform bank's routine transactions within the established guidelines such as deposits, withdrawal etc.
- Make sales referrals, suggest alternate channels and cross-sell products and services.

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## REFERENCE

- **Kitchie D. Saral**

Branch Channel Manager

Security Bank Corp. Davao Monteverde Branch

[davaomonte@securitybank.com.ph](mailto:davaomonte@securitybank.com.ph)

+63 (082) 8224-2124

+63 (927) 552-2232

- **John Albert Eliseo**

Unit Head – Check Printing Unit

Security Bank Corp.

[john.eliseo@securitybank.com.ph](mailto:john.eliseo@securitybank.com.ph)

+63 (02) 8814-2679

+63 (905) 454-5703