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***Julie Ann D. Delos Santos***

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**Job Objective:** *To be employed in a well -established institution which can provide variety of job responsibilities*

*to widen my knowledge and broaden my horizon. Do the best job possible at all times and contribute*

*to the overall success of the company in number of ways.*

**Professional Profile**

Goal-directed, results oriented professional, persuasive and adaptable. Self-motivated with high energy, initiative and focus. Bachelors Degree Holder with 2 years working experience in the field of Human Resources, Administering and Customer Service.

Keen insight into the needs and views of others- able to listen and identify issues or problem areas and form of innovative solutions. Passionate about achieving a challenging position that allows meaningful contribution to a business' success.

**Summary of Qualifications**

* Exceptional interpersonal and Customer Service Skills
* Detail driven, self-starting and target centric.
* Skilled in working independently and as a team player
* Experience working in a team-oriented, collaborative environment
* Honesty and Integrity
* Multi-tasking
* Capable of working in all challenging situation
* Quality Focus
* Positive attitude in [work](http://www.freesampleresumes4u.com/sample-sales-resume-2/) and have a keen desire to learn and grow further
* Ability to learn independently and adapt quickly
* Proficiency with Microsoft Office

**Professional Experience**

***BDO Unibank Inc****, - Sta. Rosa City Laguna, Philippines, 2014 to 2015*

**Customer Service Associate:**

* Provide general banking services such as receiving deposits, withdrawal of cash and encashment.
* Processing of miscellaneous transactions/bills payment.
* Skill in counting cash.
* Identifying of counterfeit bills.
* Segregating of clean from the unfit and mutilated bills and coins.
* Ensure the correct receipt/payment of cash and accurately credit/debit the customers account and acknowledge the receipt to customers.
* Examine checks deposited and determine proper funds availability based on regulation requirements and complete hold notices.
* Know the verification of check technicalities.
* Have knowledge and observance of requesting IDs from clients.
* Properly handle client’s queries by providing accurate information.
* Take interest to cross sell or referral for Bank’s products and services to support the achievement of Bank’s targets.
* Maintain and improve customer queue time for teller services monitored through Que-matic productivity report – less than 3 minutes.
* Ensure strict adherence to laid down procedures to avoid delay, errors, irregularities and risks to improve service standards on continuous basis to support the Bank’s quality initiatives and to improve customer satisfaction
* Take initiative to deliver satisfying customer service to each visiting customer by providing fast, accurate, efficient and courteous service.
* Refer customers to the proper department for issues that cannot be resolved at the teller line.
* Attend mandatory training days/courses, and any additional training courses identified by our manager, as and when require.
* Multi-tasking of daily assigned workload.

***TOYOTA****- Mandaluyong City Philippines 2013 to 2014*

**Human Resources (Recruitment Area):**

* Undertake the full range of staff recruitment and selection processes within agreed timeframes, including creating job descriptions and placing advertisements for new approved positions to relevant agreed websites and advertising portals
* Review applications, arranging pre-screen information, and shortlist the best applicants
* Conducting first round interviews
* Follow up with recruitment team on the selected candidates’ status and keep candidate and department head updated
* Contacting references and perform background checks
* Produce employment contracts and prepare formal job offer documents, update records, clarify queries, respond to any concerns raised by the candidate, and smoothly facilitate the entry process
* Submit required documents for processing of medical insurance to the insurance department
* Orient the newly hired in terms of rules of the company.
* Create and maintain an effective departmental filing system, ensuring all correspondence and certification is appropriately filed, ensuring strict security and confidentiality on filing medical results and 201 file
* Assist in preparation of the HR monthly report and present reports to management as and when required
* Assist employees with all HR queries and documentations in adherence to management instructions and company policy
* Attend career fairs at least twice a month.
* Actively participated in company/ division/ unit/ team –wide activities and initiatives.

**Education Qualifications & Certificates**

**Bachelor of Arts in Psychology,** *University of Perpetual Help System Laguna, Philippines, June 2009 – April 2013*

* Seminar: Psychology and ME: Finding Careers in Psychology
* One Team, One Move but Individually Different
* Understanding the Process of Psychological Assessment; Basic Interviewing, Test Interpretation and Report Writing Skills
* Strengthening Psychology, Serving the Nation
* Committee Member for Participants and Registration of PAPJA Echo Seminar
* Facilitator on the Seminar “Equity in the Workplace”
* AMLA101 (Anti-Money Laundering Council) Seminar
* Counterfeit Detection and Check Verification Seminar
* ID Detection and Fraudulent Check Verification Seminar
* Signature Verification Seminar

Type of Visa  :  **Tourist Visa**

I hereby certify that the above information is true and correct.

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**Julie Ann D. Delos Santos**