







Caryl Mitzi Quijada

CONTACT

 Abu Dhabi, United Arab Emirates
 +971545314800
 carylquijada@gmail.com
 linkedin.com/in/caryl-mitzi-quijada-974829257

SKILLS

- Data entry proficiency
- Cash Management
- Microsoft Office
- Outstanding customer service
- Transaction accuracy
- Teller operation systems
- Loan payment processing
- Reconciliation and settlement
- Anti-money laundering procedures
- KYC regulations knowledge
- Customer identification
- Document verification
- Client onboarding procedures

LANGUAGES

English:
Tagalog:

PERSONAL DETAILS

Date of Birth / Age: March 26,1981
Nationality: Filipino
Marital Status: Married
Visa Status: Husband's VISA
Passport: P8962569A

PROFESSIONAL SUMMARY

Detail-oriented professional with expertise in data entry, cash management, and teller operation systems. Demonstrates outstanding customer service and transaction accuracy, ensuring seamless client onboarding procedures. Proficient in Microsoft Office and knowledgeable in anti-money laundering procedures and KYC regulations, with a strong focus on customer identification and document verification. Committed to maintaining high standards of reconciliation and settlement while supporting loan payment processing.

WORK HISTORY

Customer Service Representative - Seasonal 11/2022 - 01/2023
Inspiro Relia, Inc - Bayugan City, Philippines

- Improved customer satisfaction by effectively handling complaints and inquiries via live chats and emails.
- Managed a high volume of inbound calls for quick resolution of customer issues. Outbound calls to businesses and individuals daily.
- Ensured smooth running of operations with timely preparation of reports.
- Facilitated communication between suppliers and florists to ensure the availability of goods during peak season.
- Used CRM software proficiently to update client records after each call interaction.

Online Customer Support 06/2022 - 11/2022
ECQ Fashion and Comfort/ECQ EMart - Bayugan City, Philippines

- Kept abreast of the latest company products and services to ensure precise and informed customer interactions.
- Managed live chat responses providing immediate assistance to customers.
- Improved customer satisfaction by promptly responding to online inquiries.
- The account was set up on the Shopee Online platform for drop shipping.

Store Associate 06/2018 - 02/2020
Kasher General Merchandise - Bayugan, Philippines

- Maintained high standards of customer service by addressing customer queries promptly and efficiently.
- Ensured optimal stock levels through regular inventory checks for seamless operations.
- Conducted daily audits of cash drawers, ensuring accurate financial transactions.
- Displayed products effectively on store shelves, enhancing visibility and boosting sales opportunities.

Senior Customer Associate 11/2015 - 02/2017
Landbank of the Philippines - Bayugan City, Philippines

- Designated as Document Examiner, Teller, Cashier, MDS Bookkeeper.
- Identified counterfeit notes whilst handling cash, ensuring financial security.
- Handles Cash Management, Cash Requests, and deliveries.
- Supervise cashiering activities of the tellers, Document Examiners, and Safety Deposit Box activities.
- Checks/validates/approve/overrides withdrawals, deposits, encashment, miscellaneous transactions; CC's, DD, MC, CTD SECO's, and Teller proof sheets.
- Ensures overridden transactions are reviewed and signed/approved by the Officer and Passwords are not given by other staff.
- Ensures all documents and corrections are properly stamped, signed, checked, validated, approved/call-back, and filled.
- Ensures that Specimen Signature Cards are safekeep under dual control.
- Safekeep and releases unclaimed, returned checks, unclaimed CTDs, ATM cards, passbooks, etc.
- Handles unclaimed and captured ATM cards.
- Assist in the marketing/monitoring of treasury bills and other investment products and e-products.
- Acts as an alternate signature verifier or teller.
- Validation and uploading Cash Card Top-up, PACSVAL, MDS, ACIC. Reconciliation of transaction versus print-out
- Handling personnel files and timekeeping.
- Providing documentation for AMLA compliance. Prepare Covered Transaction Report and Suspicious Transaction Report.
- Assisting Manager during Client calls/Visits.
- Data Cleanup.

Operations Specialist

04/2014 - 10/2015

Landbank of the Philippines - Bayugan City, Philippines

- Designated as Signature Verifier, ATM Teller, and Reconciliation.
- Conduct 100 signature verification and authentication in documents.
- Confirmation of Client's withdrawal through representative, 50 check encashment, and interbranch withdrawals.
- Posting of 150 Accountant's Advice in the online system on time.
- Maintaining files of Advised Checks Issued and Cancelled Corporate papers.
- Handling CISSC/SSC of 20 newly opened accounts and existing accounts.
- Sending of letters to clients turned Dormant and for updating.
- Handling undebited Incoming Clearing Checks (ICC), RCOCI, Incoming Returned Checks(IRC.), and value-dated transactions..
- Report daily transactions to Bureau of Treasury.
- Balancing Diebold ATM transactions, settlement, and reconciling discrepancies. through ATM Automated Reconciling System.
- Coordinate to ATM Center Monitoring Department overages/shortages.
- Compliance with the bank's internal policies and guidelines.
- Self-readiness and availability at the counter. Delivery of fast customer service.

New Accounts Clerk, Teller, Clearing Assistant

04/2007 - 03/2014

Landbank of the Philippines - Bayugan City, Philippines

- Ensuring client's identities are verified and all documents presented are genuine.
- Ensure Customer Information provided are accurate and complete.
- Conduct due diligence and KYC (Know your Customer) is carried out according to guidelines.

- Documentation for AMLA (Anti Money Laundering) Reports. CTR and STR filing.
- Ensures all 100 deposit slips are properly filled up as to date, name, account number, initiated and machine validated.
- Verifying authenticity of signature affixed on withdrawal slips, checks against valid IDs presented, SCCs on file, and list of signing authorities.
- Daily ATM reading, retrieving ATM card captured.
- ATM Loading and Retrieval of 2 Diebold onsite Atm.
- Balancing, Verifying, and Processing 100 Outgoing Clearing Checks and 100 Incoming Clearing Checks.
- Ensures all checks received are properly stamped with Bank endorsement and should be free from technical defects.
- Handles client's inquiries to ATM captured card, ATM undispensed.
- Process and release newly opened ATM cards and newly approved Credit Cards
- Report unused ATM cards and perforated cards.
- Adhering to set audit policies to attain outstanding ratings.
- Timekeeper for Branch Personnel and Bank Officers.
- 5 Checkbook Requisition and Manager's Check issuance.
- Assisting Manager during Client calls/Visits.

Loans and Credit Processor

01/2003 – 03/2007

Davao Lending Center, Landbank of the Philippines – San Francisco, Agusan del Sur, Philippines

- Review all loan documents, credit folders, security files, collaterals, and insurance.
- Ensure successful commercial and cooperative account renewals.
- Prepare accurate monthly and yearly loan reports that includes both Performing and Non-Performing Loans.
- Prepare promissory notes, disclosure statements, and credit/advice advice.
- Monitor and renew client insurance.
- Followed strict regulatory guidelines, ensuring compliance in all tasks undertaken.
- Handled sensitive information with discretion, maintaining confidentiality at all times.

EDUCATION

Bachelor of Science: Business Administration major in Management, 06/1998 – 04/2002

Mindanao State University – Marawi City, Philippines

CERTIFICATIONS

Civil Service Eligibility – Career Service Professional – Rating 81.89%

TRAINING PROGRAMS

- Construction Safety and Health Training – May 15-19,2023/ Dept of Labor and Employment
- Bookkeeping with Quickbooks Online – July 29, 2022/ Virtual Asst Training Phils.
- Bank Frauds and Detection July 2015/Landbank of the Phils
- HRIS Time and Attendance System May 2015/Landbank of the Phils
- Basic Supervisory Skill and Devt March 2015/Landbank of the Phils

- Anti Money Laundering And Compliance August 2014/Landbank of the Phils.
- Basic Risk Operation and Credit Risk Management June 2010/Landbank of the Phils

REFERENCES

Annabel Q Urbiztondo
Branch Cashier
Landbank of the Philippines
+639088134876

Christine Frances M Niere
Senior Customer Associate
Landbank of the Philippines
+639321654497

Eugene S Quijada
Husband
Budget Controller, NMDC
+971567775593