



PERSONAL INFORMATION

MARITAL STATUS : Single
NATIONALITY : Filipino
LANGUAGE : Filipino, English
VISA STATUS : Visit Visa

EDUCATIONAL BACKGROUND

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN BANKING

*Our Lady of Fatima University, Valenzuela
City, Philippines*
June 2014 – April 2018

SKILLS AND QUALIFICATION

Excellent in Customer Service

Excellent in Cash Handling and
Drawer Balancing

Excellent in Filing Documents

Attention to Details

Experienced in Banking Policies
and Procedures

Experienced in ATM
Reconciliation

Experienced in Clearing Cheques

Experienced in Cross-Selling

Proficient in Microsoft Office
and OpenOffice

MARY GRACE W. DE GUZMAN

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To obtain a challenging role in a professional environment where I can leverage my strong work ethic and willingness to embrace new responsibilities, contributing to the overall success and growth of the company.

WORK EXPERIENCES:

Bank Teller

Dec 2022 – Jan 2025

Chinabank Savings inc.,

- Processing daily transactions such as cash deposits, cash withdrawals, bills payment, cheque deposits, cheques encashment and other banking transactions
- Greeting customers answering their questions and assisting them with their banking needs.
- Counting and balancing drawers, managing currency, securing bank properties and detecting counterfeit money.
- Verifying Customers identity to prevent fraud.
- Opening and closing of accounts, handling accounts inquiries and updating customers record.
- Answering phone calls, filing data, and maintaining a clean and organized workspace.
- Providing information on products and services such as loans and insurance.
- Identifying customers' needs and recommending appropriate bank products and services.
- Resolving customer issues and referring complex matters to appropriate personnel.
- Daily ATM Reconciliation.
- Adhering to bank policies, procedures, and regulatory requirements.
- Handling customers information with discretion.

Freelance/Online Business

Jan 2021 – May 2025

Crafting

- Designing and creating artificial floral arrangements, for various occasion such as birthday and seasonal events.
- Creating souvenirs and invitations for various occasion.
- Crafting different keychain design.

Seasonal Brand Ambassador

Jun 2019 – Dec 2019

Contact Integrated Marketing Communication Specialist Inc.,

- Represent a company's brand in a positive light to increase brand awareness and business sales.

ACHIEVEMENTS:

- Very Good in Branch Audit 2023
- Outstanding in Compliance Audit 2024
- Passer at Certified Accounting Technician Level 1 2017

Property Specialist

May 2019 – July 2019

New San Jose Builders Inc.,

- Assists Clients with buying, selling and renting properties
- Conducting market research and property listing

Payroll Assistant

Dec 2018 – Apr 2019

Purity Manpower Services Inc.,

- Support the payroll process, and ensure employees are paid accurately.
- Calculating and processing payroll, including deductions, taxes and benefits.
- Ensuring payroll practices comply with relevant laws and regulations.

SECRETARY

May 2018 – Dec 2018

Kimwin Corporation

- Managing communication, organizing documents, scheduling meetings and appointments, and coordinating various task.
- Ordering office supplies, managing inventories, and ensuring the efficient functioning of the office equipment.
- Answering phones, taking messages, handling correspondence, typing documents, preparing reports, and maintaining filing system.

TRAINING & SEMINARS ATTENDED:

- **ANTI – MONEY LAUNDERING SEMINAR/TRAINING**
Chinabank Savings inc., Jun 2023
- **SIGNATURE VERIFICATION & COUNTERFEIT DETECTION TRAINING**
Chinabank Savings inc., Feb 2023
- **On – Job – Training**
Nov 2017 – Feb 2018
Philippine Business Bank – Project Management Group
- **BUSINESS ETHICS, SOCIAL RESPONSIBILITY AND GOOD GOVERNANCE: STRATEGIES FOR SUSTAINABLE COMMUNITY**
Our Lady of Fatima University Sept 2017
- **CONFORMITY AND COMPLIANCE RULES IN ELECTRONIC BANKING**
Our Lady of Fatima University Aug 2017
- **STYLING JUNIOR BANKING FOR SUCCESS**
Our Lady of Fatima University Mar 2017
- **DISASTER RESPONSE AND BASIC RESCUE TRAINING**
Our Lady of Fatima University Apr 2015