

Michael D. Tenorio

Address: Unit C807 University View, Dubai Silicon Oasis
Dubai, UAE

Phone: +971524400741

Email: michaelttenorio09@gmail.com



PROFESSIONAL SUMMARY:

Experienced and highly skilled Bank Manager for 8 years, adept in overseeing all aspects of branch performance, attainment of sales goals, customer service strategies and operational functionality. Self-motivated and committed to achieving goals by effectively strategizing and following through with appropriate plans of action.

Skills:

- Marketing , Sales and Operations
- Customer Service
- Ability to generate new business and cross selling
- Cash handling expertise
- Leadership
- Multitasking skill

EDUCATION:

Graduate of Bachelor of Science in Business Administration Major in Management
S.T.I. College Santa Rosa Laguna Philippines
June 2005 - April 2009

WORK EXPERIENCES:

Bank Manager at Entrepreneur Bank

Cabuyao Laguna Philippines

July 01, 2021 to April 14, 2023 (1 year and 9 months)

- Managed and directed the overall branch activities to reach established revenue goals for growth and profitability
- Supported the expansion of existing business and development of new business across all bank product line
- Developed relationships with top customer and maintained knowledge of the customer's banking needs and their service expectations
- Promoted community relations for the branch representation in community organizations
- Maintained an up to date knowledge of the bank's product offerings.
- Handled all staffing arrangements and ensured that employees were adequately trained and coached on product knowledge and selling techniques.

Business Relationship Manager at RCBC (Rizal Commercial Banking Corporation)

Sto Tomas Batangas Philippines

July 01, 2020 to June 01, 2021 (11 months)

- Achieved sales goals and targets of the Business Center, including account acquisition, deepening and cross selling.
- Maintained cordial working relations with clients by ensuring the timely and expeditious handling of client's financial needs and requirements.
- Prepared monthly sales call plans and daily sales report to ensure that action plans, sales call results are properly recorded.
- Developed effective sales activities to help market retail banking products.
- Created product awareness and promotes RCBC and YGC products and services to existing and prospective clients.

Bank Manager at Planbank (Rural Bank of Canlubang Planters, Inc.)

May 2015 to June 26, 2020 (5 years and 1 month)

Cabuyao Laguna Philippines

- Executed sales strategies and activities to achieve target revenues.
- Ensured smooth and efficient operations of the branch.
- Managed and developed talent to achieve sales goals and fosters culture of integrity, client focus and accountability.
- Resolved customer complaints promptly and effective tapping on the branch service personnel.

Bank Cashier at Planbank (Rural Bank of Canlubang Planters, Inc.)

February 2012 – April 2015 (3 years and 2 months)

Cabuyao Laguna Philippines

- Assisted and supervised the tellers to hold enough cash to take care of normal daily need/transactions.
- Ensured that adequate security as safety measures are strictly followed.
- Measured performance of front liners in terms of turnaround time in delivery of service and other standards.
- Calling up clients to advise them of insufficient funds, returned checks, daud and confirmation of withdrawals/encashment that needs feedback from clients.
- Checked and verified of transactions.
- Promoted bank products to customers.

Bank Accounting Assistant at Planbank (Rural Bank of Canlubang Planters, Inc.)

February 2011 – February 2012 (1 year)

Cabuyao Laguna Philippines

- Responsible for ensuring completeness of checks sent out for clearing.
- Records the day-to-day financial transactions of the bank.
- Responsible for ensuring all daily transactions are recorded.
- Promoted bank products to customers.
- Entertained new accounts.

Bank Teller at Planbank (Rural Bank of Canlubang Planters, Inc.)

May 17, 2010 – January 2011 (8 months)

Calamba Laguna Philippines

- Responsible for providing accurate, efficient and timely processing of over the counter transactions pertaining to deposit, withdrawals and payments.

CERTIFICATION AND TRAININGS:

- Anti-Money Laundering and Counter-Terrorism Financing (AAMC)
- Signature Verification and Forgery Detection Seminar
- Fundamentals of Microfinance
- Customer Service and Leadership Seminar

PERSONAL DETAILS:

Date of Birth: Aug. 09, 1988
Age: 34 years old
Nationality: Filipino
Civil Status: Single