

FATIMA ROSE D. NANIONG

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PROFESSIONAL SUMMARY

Experienced bank teller known for delivering friendly service and personalized attention to all customers. Contribute to achieving branch sales goals by recommending products and services that meet customer needs. Solid knowledge of banking regulations and compliance matters; adhere to security and compliance procedures for protection of cash and other assets.

WORK EXPERIENCE

RURAL BANK – San Mateo Isabella Philippines, 2020 – present

- Responsible for the handling, processing, and servicing of clients' branch transactions in a prompt, efficient, and accurate manner.
- Duties:
 - Processing customer deposits, withdrawals, and payments.
 - Accepting cash from customers.
 - Supporting the bank sales team by identifying customer needs and then promoting current offers to them.
 - Referring customers with financial problems to other colleagues for assistance.
 - Performing clerical and administrative duties.
 - Following bank procedures when performing transactions.
 - Controlling and monitoring the levels of cash in the teller drawer and following all check cashing and cash handling procedures.
 - Dealing tactfully and efficiently with demanding customers.
 - Adhering to all bank security, audit, and compliance requirements.
 - Cross-selling bank services.
 - Reporting any suspicious customer activity to bank managers.
 - Addressing customers by name with a smile and direct eye contact.
- Accurately receiving, counting, and distributing cash.
- Selling financial services.
- Assisting with bank branch audits.
- Writing reports and correspondence on matters related to customer accounts.
- Opening new customer accounts.
- Opening investor accounts.

Accounting Assistant - Tansway Group of Hotels – 2019-2020

- Managed calculating percentage allocations and credits, transactions, account balances, and credit card balances. Resolved escalated accounts payable issues. Recognized for excellent analytical and mathematical skills.
- Reconciled and corrected multiple instances of mismanaged financial information.
- Cross-trained personnel on payments, credits, and debits best practices while ensuring compliance.
- Resolved client and personnel queries and requests efficiently.
- Partnered with management for dispute resolution, obtaining approvals, voucher processing and resolving invoice and receipt discrepancies.

GENERAL SKILLS

- Handling cash
- Customer service
- Strong attention to detail
- Excellent written and verbal communication skills
- Proficiency with computer platforms and applications
- Microsoft Office word and excel/PowerPoint
- Solid problem solving and time management skills
- Great interpersonal skills
- Excellent communication skills

ACADEMIC QUALIFICATIONS

COLLEGE: Bachelor of Science in Business Administration Major in Financial Management University of La Salette Santiago City Philippines 2014 – 2018 (graduate)

SECONDARY: La Salette of Ramon, Isabela 2010 – 2014

ELEMENTARY: Ramon Central School Ramon, Isabela 2004 – 2011

COLLEGE AWARDS:

- School Year 2014- 2018 Academic Awardee Secondary:
- Leadership award – Gold medal
- Academic Awardee

I hereby declare that all the above information provided by me is true to the best of my knowledge