



Personal Information

Date of Birth: September 04, 1996

Age: 24 years of age

Nationality: Filipino

Civil Status: Single

Gender: Female

Height: 5'3

Weight: 53

Religion: Catholic

Language spoken:

Tagalog/English

SKILLS AND QUALITIES:

- Fraud Detection Analyst
- Time Management
- Collection Analyst
- Data Analyst
- MS Office Proficient

Aira I. Gutierrez

Address: Al Dosari Building Hor Al Anz Area, Deira, Dubai UAE

Contact number: 054-780-7043

Email Address: airagutierrez145@yahoo.com

Objective

To be an essential part of a dynamic institution where I can learn and contribute to its success and profitability through the application of my acquired knowledge and experience.

Job Experience

Dubai Metro- Keolis

Adecco Middle East One Person Company LLC (3rd Party)

September 5, 2021 – July 21, 2023

Customer Service Representative

- Monitor and maintain station operational status and ensure a smooth flow of passenger movement within the station premises.
- Move around the System (DTAS) dealing with queries and incidents as required.
- Carry out controlled/uncontrolled/emergency evacuation of passengers.
- Provide support to passengers during closures for engineering works and special events.
- Provide accurate ticket and train service information and respond to passenger enquiries.
- Report any accidents, incidents, breaches or potential breaches to appropriate management.
- Perform shift and emergency duties when required.
- Awareness of the Integrated Management System and the content of the Safety, Assurance & Environment and Information Security Policy Statements.

Concentrix – Citi Bank

June 25, 2020 – July 18, 2021

Advisor II, Customer Service

- Analyzing Fraud Transaction
- Monitoring Fraud Alert
- Reporting Fraud Charges
- Resolving Customer Complaints

- Verifying Suspicious Activities
- Investigate Fraudulent Use of Debit/Credit Cards and Initiate Appropriate Action

Orix Metro Leasing and Finance Corporation – Metrobank Group

March 16, 2018- March 30, 2020

Sales Administration Associate

- Preparing Loan Document
- Checking Dealer's Document
- Checking Collaterals
- Book Loan Mortgage
- Completion of Booked Accounts
- Preparing Safetnet Report
- Preparing Release of Chattel Mortgage
- Monitoring ORCR of Fully Paid Accounts
- Monitoring ORCR of Active Paid Accounts
- Assisting Client Request and other Branches
- Collecting Penalties

Educational Background

Tertiary

Bulacan State University

Poblacion Bustos, Bulacan, Philippines

Bachelor of Science in Business Administration

Major in Financial Management

2013 – June 2017

Secondary

Carlos F. Gonzales High School

Maguinao, San Rafael, Bulacan, Philippines

2009-2013

Primary

San Agustin Elementary School

San Agustin, San Rafael, Bulacan, Philippines

2003-2009

Character References

To be provided upon request

I hereby certify the above information is true and correct the best of my knowledge and belief.


AIRA I. GUTIERREZ
Applicant