



Aisha Nicole Lizcel Buño Rosales

Seeking to work in an organization that can provide a variety of opportunities which would allow me to expand my skills and knowledge while working towards achieving the organizational goals. I have worked in customer service specifically in banking industry for 5 years. As an experienced professional banker I am well equipped in establishing positive customer service experience and has proven communication skills. Result driven by utilizing planning, prioritizing and performing. Keen to detail and demonstrates professional etiquette. Graduate of Bachelor's degree in Information technology which allows me to easily adapt different facets of work environment.

Contact

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- Address
Al Wasl Pioneer Al Karama Dubai, UAE

Personal Details

- Nationality
Filipino
- Date of Birth
September 10, 1997
- Marital Status
Single
- Visa Status
Visit Visa (transferable)

Skills

- Computer and Microsoft Office Knowledge
- Customer Relationship Development
- Excellent time management skill
- Attention to detail
- Multitasking Skills
- Bank Processing Transactions
- Good Communication Skills

Language

- English
- Tagalog

Experience

- June 2019- August 2023
METROBANK- Philippines
Bank Teller
 - Conduct manual cash counting, check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, opening/closing of accounts and other bank transactions.
 - Assists customers with setting up their accounts, by creating new, updating and closing
 - Negotiating customers & offers loan applications also signing them up for new services.
 - Enlighten customers to get easy and fast banking transaction by informing & instructing the useful of banking website and mobile apps.
 - Answering customer inquiries regarding their account.
 - Identify sales opportunities and referred customers to branch partners in financial services.
 - Learned about customer's financial needs, established trust and optimized sales opportunities resulting in quality customer service.
- December 2018- May 2019
Sykes Asia- Philippines
Technical Support Representative
 - Resolved technical issues across multiple systems and applications for clients across various time zones.
 - Collaborated with supervisors to escalate and address customer inquiries or technical issues.
 - Offered troubleshooting of connectivity issues across networks with clients via call.

Education

- 2017-2018
Bachelor of Science in Information Technology
Arellano University- Mandaluyong, Philippines
- 2014-2017
Diploma in Information Communication Technology
Polytechnic University of the Philippines- Manila, Philippines

Internship

- IT Support
WNS Global Services Inc
Pasig, Philippines- Mar 2016- May 2016
- IT Support
SPi Global
Makati, Philippines- Mar 2017- May 2017
- Back Office Staff
Dempsey Inc
Quezon City, Philippines- November 2017- April 2018