



John Jefferson Bodaca Dino

Experience

April 3, 2023 – July 20, 2023

Phone Banker • Customer Service Associate • Eastwest Bank Corp.

- Responsible for supporting The Center's objective of providing quality service to Bank customers particularly through robust and effective customer service & contact desk.
- Ensures that calls regarding inquiries, requests, complaints, and other concerns are handled in a professional, efficient and timely manner.
- Efficiently logs handle and monitor various email inquiries, requests, and complaints on bank products until resolution.
- Ensures that feedback on email inquiries, requests, and complaints are monitored and done within prescribed TAT

September 26, 2020 – July 25, 2022

Call Center Agent • Better Banking Specialist • Security Bank Corp.

August 2019 – November 2019

Call Center Agent • Customer Sales Representative • CCS4U

November 2018 – January 2019

Real Estate Agent • Property Specialist • SM Development Corp.

June 2018 – October 2018

Real Estate Agent • Property Investment Consultant • Alveo Land Corp.

Education

Imus Institute of Science and Technology, City of Imus, Cavite

- Tertiary – Bachelor of Science in Business Administration Major in Financial Management – Batch 2020

Training Attended

Intern - Philippine National Bank International Business Resource Group Department



Flat 603, Body Lab Gym
Bldg. Tourist Club Area,
Hamdan St. Abu Dhabi

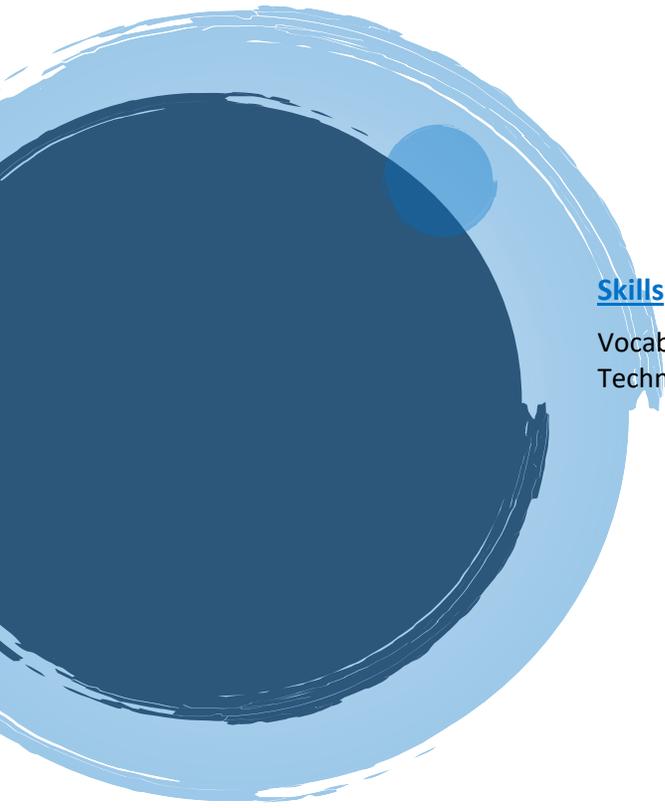


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Skills

Vocabulary – English and Filipino

Technical – MS Word, Excel and Powerpoint

