

# SHIELA MAE E. ENRILE



📍 Hamdan Street, Abu Dhabi, UAE

☎ 0555 889 806

✉ shielaenrile@gmail.com

## EDUCATION

Bachelor of Science in Hotel and Restaurant Management

Cebu Institute Of Technology-University | 2012

## SKILLS

- Basic computer literacy skills
- Experience in Banking
- Excellent Customer Service, Organization, and Multi tasking Skills
- Knowledgeable in Microsoft Office Applications
- Comitted, Loyal and hardworking with good verbal and written communication skills

## REFERENCE

Lilibeth T. Nee

Branch Manager|BDO Unibank Inc.

bh.sm-city-cebu@bdo.com.ph

+63 920 906 5072

Ann Jezell Longkines

HR/Payroll Operations|PVT Office of Sheikh Ahmed Abdulrahman Al Moalla

0503 286 370

## EXPERIENCE

### Client Service Associate/Marketing Assistant

BDO Unibank Inc. Nov. 2013-Sept. 2023

- In charge of payroll and regular account opening of the bank/branch for both individual and corporate accounts through ICBS and CRM (Microsoft D365).
- Cross selling of bank products such as life insurance, credit cards and loans.
- In charge of client's placements such as time deposits, Unit Investment Trust Funds and Investment Management Accounts.
- Assists clients with their banking concerns and complaints such as ATM Replacements, Undispensed ATM withdrawals, Disputed Transactions and etc.
- Coordinates with specific departments for some banking transaction and concerns through email and AVAYA line.
- Ensures that documents and informations submitted are accurate, authentic and in order to meet the standards of the audit.
- Ensures Data Privacy and Bank Secrecy is being observed.
- Trains newly hired employees for basic branch services.
- Assists the manager with some client concerns and makes suggestions on how to give customer service especially to valued clients.
- Interacts with clients and assures that they feel welcome in the bank while making their transactions.