



# ROSE ANN D. EUGENIO

## Profile

To be part of company that indulges professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills objectively and competitively.

## Work Experience | PH

### **Xceptional International Services and Safety Corporation**

#### **Employee Services Associates**

##### **March 2022 – January 2023**


- Prepares bank endorsement letter for new site employees. Communicates between the employees and the bank for any error or concerns
- Encode employee bank details in Payroll.Ph for site office
- Prepares and issues temporary ID and PVC to new employees prior to deployment at site
- Tags employees who are Resigned or AWOL in the Payroll.Ph. Communicates with requestor and approver
- Process reloading of salary
- Process the request of supplies for People & Culture department
- Ensure complete 201 for newly hired employees
- Organize company event
- Ocular visitation for venues on company event
- Perform other duties as assigned

### **Bank of Makati Finance Corporation**


#### **Tele Credit Counselor**

##### **July 2018 – April 2022**

- Making and answering internal & external phone calls from clients
- Responsible for hitting the desire target every month 95% – 100%
- Remind and follow up clients on their current due and over due
- Provides itinerary for support credit counselor and notices (letter) for field visitation
- Update to the system the daily result of conversation with clients as well as out collection of monthly payment for their loans
- File and organize company paperwork
- Prepares the monthly Liquidation of Petty Cash Fund
- Perform other duties as assigned

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## Education

### **Bachelor of Science in Business Administration**

#### **Nueva Ecija University of Science and Technology**

2011-2015

## Skills

- Customer Service
- Administration Support
- Adept in Technology
- Communication
- Time Management
- Clerical

## Achievement

### **Top performer for the year 2021**

"Best Tele Credit Counselor of the Year"

Bank of Makati Finance Corp.

## Seminars attended

- **Mushroom Production**  
July 13, 2012
- **"Which Way You Go – a Marketing Specialist or an Entrepreneur?"**  
February 14, 2013
- **Marketing and Selling Techniques Seminar**  
August 1, 2013
- **Preparation on financial statements with the use of excel spreadsheet**  
July 18, 2014

## Seminars attended

- **NEUST-Junior Marketing Association**  
2013-2014
- **Seminar on Professional and Personality Development and on the On-The-Job Training Program**  
September 24-25, 2014
- **Collection 101**  
2018-2021
- **Productive work attitude**  
December 18, 2021
- **People & Culture Grand Huddle 1**  
September 05, 2022
- **People & Culture General Assembly**  
August 15, 2022
- **Webinar for SSS Benefits and Programs**  
September 19, 2022
- **BPI Bizlink Mass Training**  
September 19, 2022
- **Fire Safety Seminar**  
September 27, 2022
- **Effects of Drug Use at the Workplace**  
October 25, 2022
- **Bone and Joint Awareness Webinar**  
October 27, 2022
- **Philhealth Benefits and Programs**  
October 13, 2022
- **Termination of Employee DO 174**  
November 10, 2022
- **SAVii**  
December 01, 2022



## Work Experience | PH

### **Angel Heart Microfinance Corporation** **Posting Clerk**

**October 2016 – January 2018**

- Responsible for the checking, validation, filing, encoding and processing of loan folders
- Prepares and encode the daily collection of account officers
- Briefing clients on their loans and rules and policies of microfinance
- Responsible for month-end report
- Disbursed cash for client's loan and cash on bank should be balanced
- Perform other duties as assigned

### **Manila Southern Associates Inc.** **Customer Service Assistant**

**September 2015 – May 2016**

- Administrative Support – Perform Day-to-day counter operations, receive cash, check payments and issue receipt, conduct cross-selling if necessary
- Perform end-of-day activities, conduct cash count, inventory count and reconcile with records of counter supplies and product inventory movements
- Prepare counter, replenish cash fund from treasury and prepare report for treasury
- Maintain borderlines and cleanliness of the work area, equipment and facilities in accordance with safety and security standards
- Perform other duties as assigned

### **Provincial Government of Nueva Ecija** **Special Program for the employment of Students** **April 2013 – May 2013**

- Assist individuals who needs financial support and medicines from government.