



MARINEAH GILBERO

BRANCH MANAGER PROFESSIONAL

My Contact

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📍 M2 Building, Al Rigga, Dubai, UAE

Technical and Soft Skill

- Microsoft and Google Suite professional
- Organizational Skills
- Customer Service
- Calendar Management
- Communication
- Multi-tasking
- Attention to detail

Education Background

St. John Colleges

Bachelors of Science in Business Administration

Major in Banking and Finance

Completed in 2018

About Me

A focused and goal-driven professional, with profound customer service skill, overseeing and coordinating all operations in a branch. Directly responsible for onboarding and training new staff members, and developing goals to maintain sales performance

Professional Experience

Palawan Group of Companies
2018 - 2024

Key responsibilities:

- Managing and overseeing branch personnel, supervising branch operations, and ensuring efficient operation on a day-to-day basis.
- Handles send and receive remittance transactions and instant cash transactions to customers.
- Addresses customer concerns, resolve issues, and ensure a positive customer experience to build loyalty and drive sales.
- Management of budgets, allocation of Branch funds, and defining financial goals.
- Counting the amount of money left at the end of the day.
- Providing training, coaching and development for branch personnel.
- Prepare financial statements for the branch.
- Selling products or services to customers.
- Exchanging foreign currency.

Philippine National Bank
2018

Key responsibilities:

- Provide excellent customer service, handle financial transactions accurately and efficiently and maintain a high level of security and confidentiality.
- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks and opening and closing accounts.
- Identify customer needs, provide information on new products and services.
- Reconcile cash drawers at the end of the shift,
- Provide a high level of customer service, offering answers and assistance.