



SARAH NICOLE BALOY

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📍 Abu Dhabi, U.A.E

Education Background

- NATIONAL COLLEGE OF BUSINESS AND ARTS
BACHELOR OF BUSINESS ADMINISTRATION
major in Operations Management
2015 - Completed in 2018
- ST. CLARE COLLEGE OF CALOOCAN
BACHELOR OF BUSINESS ADMINISTRATION
major in Business Management
2013-2015

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking
- Attention to detail
- Strong customer service
- Adaptability

Reference

Marnellie Paguio
Chinabanking Corporation
Branch Cashier
+639085602551

Seminars

- ID Verification & Check Fraud Detection
December 2021
- Signature Verification & Counterfeit Detection
December 2021

Objective

Experienced bank teller, skilled at supporting daily branch operations and providing premium customer service to each customer. Seeking a challenging position within a visionary institution that offers the opportunity for further career growth and exposure.

Professional Experience

Bank Teller

Chinabanking Corporation

July 2022 - June 2024

Key responsibilities:

- Responsible for ensuring client satisfaction through friendly and efficient servicing of deposits, withdrawals, bills and loan payments.
- Receives cash box from the cashier-checks totals and breakdown
- Accepts checks and cash deposits
- Pays withdrawal against savings/time deposits, encashment of on-us checks and other interbranch transactions, after obtaining necessary authorize approval
- Handles late deposit/payment received items.
- Process miscellaneous payments/collections
- Balances the daily transactions
- Every day cash count of ATM branch machine and balances it aswell. Add cash in ATM machine as necessary.

Customer Experience Associate

Philippines Savings Bank

September 2019 - July 2022

- Responds to internal and external clients in their loan and deposit-related inquiries, requests, complaints through available channels in accordance with the established Bank policies and government regulations.
- Handles clients' deposits and loans with current and delinquent status within Normal Collections (0-89 days past due) with all post-booking or after-sales concerns, which includes, but is not limited to, product and account inquiries, insurance concerns, release of documents, etc., in accordance with the established Bank policies and the required turnaround time
- Provides clear, accurate, and adequate information and instructions to clients contacting the Bank via telephone, email, mail, Live Chat, Social media, fax, letter/mail, and/or walk-in and makes the necessary requests or endorsements to the concerned units
- Strictly follows the standard verification process and uses bank systems responsibly
- Strictly observes telephone, email, Live Chat, and Social media handling standards set by the Bank.

Technical Support Representative

Alorica

October 2018 - September 2019

Key responsibilities:

- Provides support and help installing and configuring computer systems, diagnosing hardware, troubleshoot system, diagnosing and solving hardware faults over the phone.