



# JAYACINTH LOU FRANCA

Bank Teller

## CONTACT

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- Sharjah, UAE

## SKILLS

- Cash Management
- Customer Service
- Problem Solving
- Attention to Details
- Analytical Skills
- Effective Communication
- Time Management

## LANGUAGES

- English
- Filipino

## EDUCATION

- 2006-2010**  
UNIVERSITY OF SOUTHERN  
PHILIPPINES FOUNDATION  
  
Bachelor of Science in  
Business Administration  
major in Management

## PERSONAL PROFILE

Dedicated and hardworking Bank Teller with over 10 years of experience providing efficient and accurate financial services to clients. Proficient in cash handling, transaction processing, sales and marketing. Proven record of working effectively in a bank industry with a fast paced and demanding working environment with a keen eye for detail and commitment to exceptional customer service.

## WORK EXPERIENCE

- BANK TELLER | 2014-2024**  
Katipunan Banking Corporation/Dipolog City, Philippines
  - Handled Banking standard banking transactions such as withdrawal, deposit, transfers, check cashing, loan payment, opening and closing of accounts
  - Provided consistent high standards of customer service by greeting, assisting customer's, answering inquiries & other concerns.
  - Balance the cash drawer and pos transactions daily with accuracy
  - Provided prompt, efficient and accurate service in the processing of all transactions.
- BANKING SAVINGS ASSOCIATE | 2012-2014**  
Katipunan Banking Corporation/Dipolog City, Philippines
  - Opened new customer checking and savings accounts as well as serviced and performed maintenance upon them.
  - Marketing and promoting bank services and products, resulting in branch sales increase.
  - Researched and resolved customer issues regarding their accounts.
  - Inventory of office supplies & petty cash fund custodian.
- LOANS ASSISTANT | 2010-2012**  
Katipunan Banking Corporation/Dipolog City, Philippines
  - Accept and processed loan applications.
  - Assisted in the review and evaluation of loan applicants for accuracy and completeness.
  - Posted loan payment remittances.
  - Resolved customer complaints in a timely manner
  - Complied monthly loan reports for management review.
  - Strictly adhered to confidentiality protocol regarding client information and documents.