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KRIZA A. CENTINO



Professional Summary

A Professional Employee with more than 2 years' experience as Vault Custodian and Teller/Cashiering at Cebuana Lhuillier, with more than 2 years' experience in Pharmacist Assistant and an experience call center voice agent and the ability to perform additional duties as assigned.

Skills

- Meets Commitment and able to stay focused under pressure.
- Dedicated and hardworking individual.
- Willing to learn and willing to take new challenges.
- Has good moral character.
- Has good oral and communication skills.

Education

Bachelor of Science in Business Administration
Major in Marketing Management:

University Of San Agustin – 2017

Work history

DESIGNATION: TELLER / VAULT CUSTODIAN / CASHIERING

COMPANY: **CEBUANA LHUILLIER**

JUNE 2022 TO PRESENT

- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Open / close branches as required and ensuring all tasks and checks are completed
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence
- Provides support and information to customers, over the counter and by phone
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day
- Oversee and monitor access to the branch vault
- Ensure the security and integrity of the vault and its contents
- Maintain a detailed inventory of items stored in the vault
- Perform daily audits to ensure accuracy of vault inventory
- Maintain a secure environment for branch staff, customers and other visitors.
- Handle financial transactions for customer.

Reference

Ms. Mary Grace Centino Head of
CSWDO Molo District, Iloilo City
Mr. Rene "Oca" Firmeza Brgy.
Captain Brgy. Caingin, La Paz, Iloilo City

Personal Information

- Date of Birth: December 20, 1995
- Place of Birth: Iloilo City
- Age: 26
- Civil Status: Single
- Gender: Female
- Height: 5'4"
- Weight: 45 kg
- Citizenship: Filipino
- Religion: Roman Catholic

Work history

DESIGNATION: PHARMACIST ASSISTANT
COMPANY: **VACCICARE UNLIMITED INCORPORATION**
OCTOBER 2018 TO FEBRUARY 2020

- Label all products appropriately, including cautionary and auxiliary labels.
- Communicate with all customers and staff in a pleasant and professional manner.
- Process high prescriptions with 100% accuracy.
- Regularly order medication and pharmacy office and restroom supplies.
- Maintain updated records such as pharmacy files, patient profiles, charge system files, inventories & controlled drug registries.
- Correctly priced and filed prescriptions after they were filled.
- Answered and screened phone calls for the staff pharmacist in a friendly, efficient manner.
- Maintained proper compliance logs for all actions and orders.
- Successfully operated and managed all cash transactions
- Organized and helped manage inventory

DESIGNATION: CALL CENTER VOICE AGENT
COMPANY: **VOICELESS TECHNOLOGIES** JUNE 2017 TO
JUNE 2018

- Provided effective and timely resolutions of a range of customer inquiries.
- Responded to customer inquiries requests; resolved issues efficiently and professionally.
- Completed ongoing training to stay abreast of product, service and policy changes.
- Made outbound telephone calls by contacting patients for variety of patient out-reach efforts such as scheduling an appointment, wellness programs, satisfaction surveys, and immunization compliance.
- Scheduled appointments for patients belonging to health center affiliates.
- Answering incoming calls, greeting the callers, providing required information, and taking messages.
- Verified and collected insurance information, and created or updated patient records.
- Average 120+ calls per shift.