

GERMAINE DC. RAMIREZ

Masipag St. Mojon Maunlad Subd. City of Malolos
(0917) 817-2488
germainecaliwagdelacruz@yahoo.com

**WORK EXPERIENCE****BANK OF THE PHILIPPINE ISLANDS (BPI)**

G/F 88 Corporate Center, Salcedo Village, Makati City

CUSTOMER RELATIONS SPECIALIST – Level B | AUGUST 2016 – JUNE 2022

- Responsible in providing fast, friendly and efficient delivery of Customer's banking needs, transactions and service requirements.
- Performs basic selling, follow-up selling and up-selling to clients.
- Conducts lobby marketing to transacting clients.
- Assists BM (Branch Manager) in meeting sales and profitability goals through conducting of sales call and appointment setting.
- Responsible in a timely submission of accurate sales report.
- Adheres strictly to the KYC and AMLA policies.
- Assists BM in the following:
 - Basic sales planning and client's events.
 - Needed follow-ups on customers' concerns/issues
 - Sales documentation and encode sales activities in the database
 - Updating of client records and contact info

YILINKER PHILIPPINES, INC.

6/F, Five E-com Center, Palm Coast Avenue corner Harbor Drive, MOA Complex, Pasay City

YILINKER EXPRESS

Warehouse D3 J.Y. & Sons Realty Inc. Compound KM23, Cupang, Muntinlupa City, Metro Manila-Muntinlupa

ACCOUNT ASSISTANT | DECEMBER 2015 – JULY 2016

- Management of Portfolio accounts
- Monitoring of pull out and pick up item.
- Schedule pull out and pick up item.
- Keep customer informed. Quickly resolve order issues to the satisfaction of the customer.
- Track shipments and resolve delivery issues.

ARMAK TAPE CORPORATION

22nd Floor Citibank Tower, 8741 Paseo de Roxas, 1226 Makati City

IMPORT ASSISTANT | JUNE 2014 – AUGUST 2015

- Handling of incoming and outgoing phone calls.
- File management, Ensure that all documents are properly kept by systematic filing / labeling.
- Booking of Trust Receipts with the Bank or Payment of Bills.
- Monitoring of Stock Market & Currencies report, BSP rates and Philippine stock Market.
- Checking, computing and recording/encoding of Withholding Tax Certificates from customers.

TRAININGS & SEMINARS ATTENDED (BPI)

- Business Continuity Management Program
- Information Security Awareness Program
- Risk Management
- Money Laundering and Terrorism Financing Prevention Program
- Main Principles of Data Protection
- Professional Image Development
- Physical Security Awareness Course
- Customer Service Plus
- Customer Service Representative Certification Program
- Customer Service Associate Certification Program
- BPI Selling Workshop
- UCAS Certification Program
- Code of Business Conduct
- Risk And Control Self-Assessment
- Workers' Occupational Safety & Health Seminar
- Counterfeit Detection Seminar
- Signature Verification Seminar
- Values Orientation Workshop

OTHERS TRAININGS & SEMINARS ATTENDED**CURRENT TRENDS IN COOKING**

held at Flower Garden Conference Center La Trinidad, Benguet
(February 9 – 10, 2011)

Entrepreneurship Seminar

Bulacan State University Gymnasium, Malolos City, Bulacan

EDUCATIONAL ATTAINMENT

COURSE	:	Bachelor of Industrial Technology Major in Food Technology
SCHOOL	:	BULACAN STATE UNIVERSITY
ADDRESS	:	Malolos City, Bulacan
DATE	:	2010-2014

PERSONAL DATA

Date of birth : July 27, 1993
Place of birth : Plaridel, Bulacan
Citizenship : Filipino
Height : 5'0
Weight : 100 lbs
Religion : Roman Catholic
Gender : Female

CHARACTER REFERENCES

ATTY. CARMELITA ROSETE

Commission on Human Rights (NCR)
Division Head – Investigation Department
E: rosetecarmelita@yahoo.com
C: (0916) 518 5690

MS. GLAISA PACIFICO

Bank of the Philippine Islands (BPI)
Area Admin Officer – Senior Manager
C: (0905) 599 1119

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



GERMAINE DC. RAMIREZ