MARINA MARIE MONTALLA

STUDENT | DATA ANALYST | CUSTOMER SERVICE

CONTACT

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UNIT PROGRAMS

- **HLTAAP001** *Recognize healthy body systems*
- **CHCDIV001** *Work with diverse people*
- **HLTINF001** *Comply with infection prevention and control policies and procedures*
- **CHCLEG001** *Work legally and ethically*
- **CHCAGE001** *Facilitate the empowerment of older people*
- **HLTWH5002** *Follow safe work practices for direct client care*
- **CHCCC5011** *Meet personal support needs*

SKILLS

>>> Experience in client-based roles

>>> Flexibility and analytical capabilities

>>> Good attention to detail

>>> Leadership & organizational skills

>>> Good communication skills

>>> MS Office : Word, Outlook, Excel & PPT

EDUCATION

BS Business Administration (FinMan)

Saint Louis University

2012-2016 Baguio City, Philippines 2600
Dean's Lister '12-'14

Post Bachelor

LINX Institute

Present - Sydney, NSW, Australia 2000
Certificate III in Individual Support

LANGUAGES

English ◆ ◆ ◆ ◆ ◇

Filipino ◆ ◆ ◆ ◆ ◆

PROFILE

As a student taking up Certificate III for Individual Support for aged-care society, I aspire to exploit my knowledge, skills, and further enhance them to be a fully equipped aid through the unit programs entitled as listed below. By joining this organization, I strongly believe that your organization will greatly help me to hone my abilities and expand my horizons to improve the quality of lives of each client/patient enjoys.

In this way, I know that there's a clear path ahead of me and this will greatly contribute to the health care career I wanted to pursue from this day forward.

WORK EXPERIENCE

Intermediate Reference Data Management Analyst

Citibank N.A. ROHQ - Manila, Philippines   2018-2022

- Maintain the GFCID (Global Finance Customer Identifier)/CAGID/CRGID data in Account Master Central (AMC)
- Identify, research, validate, set-up and maintain legal entity reference data (leveraging internal/external stakeholders and data sources) on central repositories or applications
- legal entity data forms on integral component of Credit Risk exposure
- verification of legal entity name, address, nature of business, ownership, etc.
- quality data reviews and/or refresh of client reference data and our supporting processes/procedures

Accounting Clerk

SM Supermarket   April-October 2018

- Daily warehouse inventory and audit of sales, rent
- Run accounting software programs (e.g. SAP) to process business transactions, like accounts payable and receivable, disbursements, expense vouchers and receipts
- Calculate and process bills
- supports accounting operations and filing documents

Customer Service Representative

Teleperformance PH   August 2017-March 2018

- Client-based engagement and transactions
- Managing large amounts of incoming calls and email enquiries
- Answering detailed product and service questions
- Identifying and fulfilling customer needs to achieve satisfaction
- Handling complaints, providing appropriate solutions and alternatives
- Keeping records of customer interactions, processing customer accounts and filing documents
- Reading and learning scripts
- Compiling reports on overall customer satisfaction