

ALMA FERRER

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0582724587



Professional Summary:

High performing professional with 9 years of experience delivering high impact work in the Banking and Finance industry. Skilled in developing strong internal and external relationship to facilitate the collaborative achievement goals. Ability to operate effectively in a fast paced environment. Utilized skills in customer service, leadership, analytical, communication and organizational skills to enable team success.

KEYSKILLS: Data Entry and Analysis, Ability to multitask, Time Management and Prioritization Skills, Customer Service, Organizational Skills, Financial Reporting and Technological Proficiency.

Work Experience

Purefoods San Miguel (557 Corporation) – Distribution Operation Manager Pangasinan Philippines 03/ 2021 - 04/ 2023.

- Ensured incoming and outgoing products are following FIFO system.
- Develop and expand business in supermarkets and small restaurants. Negotiate contracts and payment terms and daily cash collection tally.
- Conducted Sales meetings for new products and price updates.
- Guarantee that company rules and standard are closely monitored and followed.
- Reviewed customer feedback to maximize customer service and satisfaction with the products and services.
- Analyzed and solved any delivery disputes, price issue and credit note approval.
- Administer overall day to day operation regarding staff development and team building or briefing.

Mashreq Bank - Sales Coordinator Dubai UAE 05 / 2013 - 08 / 2015

- *Mashreq Gold Accounts / Banca/ Auto loan – March 2014 – August 2015*
- Assessed customer documents are complete and eligible for CASA Gold criteria for MB Gold Accounts processing
- Prescreened application forms and documents for BANCA and Investment products.
- Guarantee all files are properly updated, maintained and kept in custody for Audit purposes.
- Liaised with FRMU/F&I for investigations carried out on potential Fraud.
- Follow up cases for faster processing and ensure that TAT is achieved.
- Coordinated with Sales team, Credit Operation and Governance team for smoother day to day operations
- Supported Sales team for any administrative requirements
- *Mashreq Auto Loan – May 2013 – August 2015*
- Assessed customer documents for Auto loan eligibility.

- Oversee the application of and adherence to laws and regulations within the company.
- Updated the Sales Team for approvals, pending & declined cases.

Dunia Finance - Sales Coordinator Dubai UAE July 2010 – Nov. 2012

- Tracked customer files & documents from application to disbursal stage.
- Oversee the application of and adherence to laws and regulations within the company.
- Booked Auto Loans and Credit cards.
- Followed up dispatch of Loan cheques.
- Reviewed rejected cases to contest decisions made by Credit and resubmitting customer documents for reprocessing of cases.
- Prepared Sales reports for sales team updates and meetings.

Citifin Marketing / Citifin Commercial Broker – Office/HR Administrator Dubai UAE June 2008 – Mar 2010

- Coordinated activities throughout the company to ensure efficiency and maintain compliance with company policy.
- Supervised members of the administrative staff, equally dividing responsibilities to improve performance.
- Prepared agendas, travel plans and appointments for upper management.
- Managed emails, letters, packages, phone calls and other forms of correspondence.
- Organized and maintained personnel records for safekeeping.
- Updated internal HR databases
- Prepared HR documents.
- Liaised with external partners, like insurance vendors, and ensure legal compliance.
- Received calls and emails and redirect to concerned department.

First Food Service LLC UAE, (Burger King) – Delivery Specialist Dubai, Sept. 2004 – Sept 2007

- Received phone calls and process delivery request.
- Worked with management team for smooth operational shift.
- Monitoring the training needs of crew members and liaising with training department.
- Ensured customers satisfaction is achieved and delivered.
- Prepared monthly customers feedback report for Managers review.
- Guaranteed all food delivery operations are up to the standard.

Personal Details:

- Passport no : P2575030B
- Marital status: Married
- UAE Driving License: 63614591 / Issued Year, 2016
- Nationality: Filipino
- Visa Status: Visit Visa, Valid till 25 April ,2025.