

Vyesha A. Apalla

🏠 Flat 245, Bldg.19, Barwa Village, Qatar

☎ +974-66483085/40375297

✉ vyesha_14@yahoo.com/vyesha_14@me.com

Positions Applied For: Counter Staff/Bank Teller/Bank Customer Service/HR Officer/Payroll Admin



Personal Profile

Having employed in one of the biggest banks in the Philippines, and was promoted as New-Accounts Teller in a short period of time, I have gained the required skills and knowledge to provide and deliver the highest order of quality service to customers while meeting deadlines and targets. I am currently seeking a suitable counter/teller job position or customer service representative from a progressive and reputable Financial Company.

Employment History

- **Alfardan Exchange LLC**
Grand Hamad Street
PO Box 339, Doha-Qatar
HR Assistant-Payroll Administrator
(Sep. 01, 2015 up to present)

HR Assistant

Duties/Responsibilities:

- Processing HR transactions particularly leave balance/ticket entitlement/benefits/authorized staff's dependents/Education Allowance/Amendment salary & position/Overtime/Termination/Staff Probation and etc.
- Processing Transaction in accordance to HR policy and procedures and Qatar Labor law.
- Ensuring verifications and approvals.
- Organizing staff Health Insurance
- Organizing uniform measurements and distribution.
- Communication staff status and inquiries.
- Monitoring staff probation and sending evaluation on due.
- Processing/Obtaining system access approvals.
- Preparing and obtaining staff requisition approval.
- Providing a salary offer/guiding of requirements for submission.
- Conducting minor training for brief information of HR policy and procedure.
- Preparing Company Asset approval request.
- Requesting an application of staff's ATM and opening bank accounts.
- Updating staff information and documents through MENAME/physical employee file.
- Monitoring RP/Passport renewal.
- Processing resigned/terminated staff's End of Service Benefits.
- Preparing employee relations request (e.g. NOC/Salary Cert./Employment Cert, Permit letters).
- Obtaining approvals if out of Policy.

Payroll Admin:

- Run the Payroll on a financial system called Mena Pay and Mena HR.
- Manage the payroll responsibilities for Alfardan Exchange.
- Generating the SIF and maintaining various provisions for salary.
- Manage their attendance, overtime, salary advances, financial claims, air ticket entitlement, leaves, and other related grievances.
- Access the Super Admin access for the software and generate and reset password for all the staff.

- Generating monthly, quarterly and annually reports and other miscellaneous reports as and when required.
- Taking care of End of Service Benefits for the employees resigned/terminated.
- Processing payroll report and provide the required documents for monthly Audit.
- Generate the salary report from MENA PAY whenever required by Accounts department.
- Maintain the reports of new Joiners and Resigned Employees.

➤ **Metropolitan Bank and Trust Company**

Metrobank Rada Rodriguez Unit 101 La Maison Bldg. 115 Rada Street.,
Legaspi Village, Makati City, Philippines
CSR- Teller Promoted as CSR-New Accounts
(Oct. 16, 2011 – Jan. 30, 2015)

Duties/Responsibilities:

- Opening of accounts.
- Handles time deposits.
- EFT or wire transfers.
- Cross sell bank products and services such as offering of Metrobank Card (a sister company of Metrobank) products (debit card, prepaid card, savings/checking account & investments).
- Answer basic customer inquiries regarding interest rates, service charges and account histories while complying with disclosure requirements, regulations and consumer privacy policies.
- Refer customers to the proper department for issues that cannot be resolved at the teller/new accounts line.
- Buy and sell of foreign currency notes.
- Issues of cashier's check upon client's request.
- Balance and update savings passbooks and close account when requested.
- Receive cash and check deposit: verify cash and endorsements, receive proper identification for cash back and issue receipts of deposit.
- Identify counterfeit currency.
- Examine checks deposited and determine proper funds availability.
- Process savings withdrawals /check encashment: verify endorsement, receive proper identification and ensure validity.
- Receives utility bill payments and ensures acknowledgement for bill settlements.
- Process all transfer transactions and clearing cheques operations.
- For transaction beyond teller/new accounts limit it requires the approval of Branch Operation Officers or the Branch Manager.
- Mid-Balancing/End of day balancing & reconciliations, daily balancing of cash positions.
- Follow all bank policies and procedures.

➤ **SM Investments Corp.**

SM Mall of Asia, Pasay City, Philippines
Admin Secretary
(July 2, 2011 – September 30, 2011)

Duties/Responsibilities:

- Maintains systematic documentations for easy referencing.
- Taking memos and arrange meeting schedules.
- Sending and receiving correspondence, greeting clients and customers.
- Receives and screens telephone calls.
- Clerical duties like faxing, emailing and photocopying.

➤ **RCBC Savings Bank**

Core Banking
RCBC Plaza, 6819 Ayala Avenue, Makati City, Philippines

Quality and Assurance Tester
(Oct. 19, 2010- June 24, 2011)

Duties/Responsibilities:

- Testing Bank Transactions
- Finding errors in the bank transactions using INFOSYS FINACLE Program/System.
- Editing scripts for the purpose of online transactions with the use of Microsoft excel program.

➤ **Bank of the Philippine Islands (BPI)**

3/F, BPI Building, Muralla Street, Intramuros, Manila, Philippines
Office Clerk (Contractual)
(Jan. 6, 2010 - May 7, 2010)

Duties/Responsibilities:

- Burst the statement of accounts of clients according to product.
- Fold the statement of accounts of clients, insert into the envelope, seal the envelope, attach the delivery receipt to the envelope, and sort the statement of accounts per area.
Count the statement of accounts and compare it with the master list.
- Log the details such as products' name, transaction date, date received, area, volume, processor and dispatch.
- Ask the signature for approval of the supervisor.
- Send the output to the dispatch section.

On the Job Training

Beneficial Life Insurance Company Inc. - 208 Hours
Salcedo St. Legaspi Village Makati City

Educational Attainment /Awards

2005 – 2009	Jose Rizal University Bachelor of Commercial Science Major in Management 80 Shaw Boulevard, Mandaluyong City
2001 – 2005	Lucsuhin National High School Lucsuhin, Calatagan, Batangas
1995 – 2001	Lucsuhin Elementary School Lucsuhin, Calatagan, Batangas

Membership

- JPIA Member
2005 – 2009
- Member, Management Society
2005 – 2009
- Member, Math Society
2008 – 2009
- Member, Rotaract Club
2007-2008

Seminars Attended

- Financial Stewardship Program
MBTC Metropolitan Park, Diosdado Macapagal Blvd., Pasay City, Philippines
June 15, 2013
Ms. Eunice Mareth, MBA; Eric G. Pasquin, MBA; Olidan Cesar Galvez, CPA; Alminda Dacoco, MA
- UAT User's Acceptance Test FINACLE SOLUTIONS from INFOSYS- December 2010
21st Floor RCBC Plaza Ayala Avenue, Makati City

- CRM Customer Relations Management
Telling Functions
- Advances in Retail Marketing Key Trends and Insights
Jose Rizal University Auditorium
November 28, 2007
Prof. Donald Patrick L. Lim (DBRTS Professors in Marketing)
 - Out of the Box: Marketing Principles and Practices that Work and Make Sense
Jose Rizal University Auditorium
November 9, 2007
Dr. Eduardo Garrovillas
 - Out of the Box: Selling Principles and Practices that Work and Make Sense
Jose Rizal University Auditorium
January 25, 2008
Dr. Eduardo Garrovillas

Skills

Soft Skills:

- MOSAIC Bank System, INFOSYS FINACLE System, MS Office, Internet Applications

Communication Skills:

- English and Filipino, both in oral and written

Personal Information

Birth Date : January 13, 1988
Age : 36 years old
Sex : Female
Place of Birth : Batangas, Philippines
Marital Status : Married
Nationality : Filipino

Character References

Available upon request.

I hereby certify that the above information are true and correct based on my knowledge and capabilities.

VYESHA A. APALLA