



# Charlene Santiago Padua

🏠 Carolina Cafe, 402 Tourist Club

Navy Gate Abu Dhabi.

✉️ chazsantiago\_29@yahoo.com

📞 971582062576

📱 09156873074

## SKILLS

- Leadership and team management
- Business Acumen
- Customer Service Excellence
- Detailed-Oriented

## EDUCATION

- Lyceum Northern Luzon  
Bachelor of Science in Accountancy  
Urdaneta City, Pangasinan  
2014-2015
- Daniel Maramba National High School  
Poblacion Norte Sta. Barbara Pangasinan  
2010-2011
- East Central Elementary School  
Poblacion Sur Sta. Barbara, Pangasinan  
2006-2007

## PROFESSIONAL INVOLVEMENT

- DOLE Basic Occupational Safety and Health (BOSH)  
Safety Officer 1  
2022 – Present
- Bankers Club of Eastern Pangasinan (BCEP)  
Assistant Vice President  
2023-2024
- Citystate Savings Bank Inc.  
Top 1 Branch Operation Head  
2022-2023
- LNL Junior Philippine Institute of Accountant (JPIA)  
BSA-BSBA President  
2011-2014
- DMNHS Junior Police Officer (JPO)  
Police Chief Inspector

## CAREER OBJECTIVE

Adaptable and results-driven with 10+ years of experience in sales, operations, and administration. Proven track record of building effective teams, enhancing productivity, and providing excellent service. Committed to professional growth and

## PROFESSIONAL EXPERIENCE

### CXG Live

#### *Freelance Merchandising Auditor*

November 2024 to Present

- Evaluate store conditions and device functionality for a world-renowned tech brand.

### Brandlink.PH

#### *Senior Administrative Head*

January 25, 2025-April 26, 2025

- Examine Financial Data and use them to improve profitability
- Formulate strategic and operational objectives.

### Citystate Savings Bank Inc.

#### *Business Manager, OIC*

July 22, 2024 to December 21, 2024

- Responsible for the conduct of business development of the branch in accordance with established business objectives.
- Responsible in attaining branch target volume for both loans and deposits, acquisition of new accounts, consolidation and retention of existing and bringing in new to bank clients

#### *Branch Operations Head*

October 17, 2017 to July 21, 2024

- Performs analysis of cash movements to ensure that branch needs are adequately met.
- Overall overseer of branch housekeeping needs and implements retention's period.

#### *Customer Service Associate – New Accounts*

September 2015 to October 16, 2017

- Handles/Process Loans, BP and Re-discounting facilities and related reportorial requirements of the branch.
- Ensures that all collections pertaining to mandatory government benefits collection payments are properly remitted on time.

#### *Customer Service Associate - Service Teller*

September 2015 to October 16, 2017

- Reviews all transactions cash, check, deposits, encashment and withdrawals received and ensures accuracy.

### Bautista Accounting Firm

#### *Internal Auditor*

March 2015 to July 2015.

- Performs post verification of all transactions posted in their terminal (one-on-one comparison of validated figures source documents, approval and technicalities)

### Special Program for Employment of Student

*April 23 to May 28, 2012 Encoder*

- Reviews and verifies correctness of data before encoded and computed in the system.

*May 20 to June 14, 2013 Enumerator*