

## **ĐÀO THỊ PHƯƠNG HÀ (AURORA)**

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I have more than fourteen years of experience in banking, and the exposure has been mostly in Business Banking. I am seeking a respect position in which I can apply my knowledge and for resolving problems and improving customer satisfaction will surely help me to perform my job well.

### **EXPERIENCE**



**JANUARY 2023 – TO NOW**

#### **GENERAL ADMINISTRATION SPECIALIST, SHB BANK**

This is a very important role because I am responsible for the administrative work of the branch. This is also an opportunity for me to expand my relationship with the departments of the branch.

- Enhance the role and responsibility of the Business Unit in finding and recruiting suitable personnel to serve the business activities of the Unit.
- Enhance the responsibility of the Business Unit in ensuring the progress of documents according to regulations, minimizing delays that may cause legal risks.
- Enhance the responsibility of the Business Unit in ensuring that personnel information is updated accurately on the system to serve the work of monitoring labor contracts, appointment, staffing, recruitment, transfer, KPI assignment, reporting as required.
- Enhance the responsibility of the business unit in urging and reminding employees at the unit to participate in full training, improve their professional skills, and improve their capacity to serve the business activities of the unit.
- Purchase, Install, and Repair Assets/Work:
- Manage material warehouse according to assignment: Manage the import and export of the warehouse accurately in terms of quantity, value and physical objects in compliance with SHB procedures and regulations; Control the use of allocated materials for the right purpose, avoiding waste.
- Inventory of assets, Management and recovery of assets/Working capital in the warehouse. Tracking the allocation and labeling of assets:
- Perform receptionist duties, refill printer and photocopier ink for departments at the branch, support conference work, book air tickets, hotels for employees on business trips, make name cards and title stamps for departments:

Manage branch seals: Comply with SHB's regulations on management and use of seals at branches.

Issuing letters of introduction/travel permits. Managing incoming documents. Archiving according to regulations.

Managing the use and operation of cars according to regulations: Checking vehicle schedules, vehicle dispatch orders, complying with regulations, and meeting the correct quota.

Managing and operating security and protection work at the branch: Security work: managing working hours/style of hospital staff.

Ensuring technical management of the building: Ensuring economical use of electricity, water, telephone costs... Ensuring timely response to usage needs.

Managing and operating janitorial and environmental sanitation work: Ensuring building sanitation meets requirements.

Coordinating and implementing SHB's product promotion and development programs: Planning, coordinating purchasing, implementing programs and paying expenses according to regulations

Performing accounting work at the branch

**MARCH 2019 – DECEMBER 2022**

 **OUTBOUND RELATIONSHIP MANAGER, UNITED OVERSEAS BANK (VIETNAM)**

This role was very challenging, that was because I was responsible for supporting clients and the Relationship Manager to solve any issues. Ultimately, it was the opportunity to broaden my exposure with both clients and related departments

- Reviewing and verifying loan documents according to the credit agreement..
- Ensuring all disbursement conditions are met ( e.g. mortgage contracts, guarantees, legal documents)
- Executing disbursement requests from clients or the bank.
- Checking and updating loan status in the system.
- Handling requests for loan modifications, such as extension, changes to loan terms, or debt restructuring.
- Work as an advisor supporting documents for local transfer and international transfer with diversified types of companies.
- Check supporting documents and information on the telegraphic transfer form to make sure all information is fulfilled and correct.
- Listen to customers to handle concerns quickly and escalate major issues to the supervisor (if needed).
- Learn regular used types of Swift message such as MT103, MT199
- Advise how to use internet banking for making a local or overseas transfer request, get debit and credit advice.
- Seek deviations for special cases to make sure transfer requests are completed as expectation's customers.
- Ensure compliance with Group Policy and Standards, local laws and regulations, controls and procedures of the Bank and regulatory requirements pertaining to Money Laundering and CDD.

**MAY 2010 – FEBRUARY 2019**

**CASH MANAGEMENT AND OPERATION CENTER, UNITED OVERSEAS BANK (VIETNAM)**

This position requires meticulous observation, carefulness, good organization, enthusiasm in work and responsibility in the assigned word. In addition, it also creates more relationships with departments and customers.

- Inward remittance:

- Checking manually AML for local payment, dual pass overseas remittance messages in FMF system.
- Processing Citad,Vietcombank,RBK for credit card Debt, car finance, loan.
- Outward remittance:
  - Checking manually AML for local payment, overseas payment.
  - Keying the data remittance system, preparing payment VCB and SBV.
  - Collecting customs declaration and other supporting docs related to outward remittance (for outward has been done).
  - Checking and following up for payment to be returned by the beneficiary's bank.
  - Executing orders that customers need to buy foreign currencies for overseas payment by MT103 and MT199.
- Treasury Operation staff:
  - Send opening exchange rate to related departments and head offices daily . Reconcile GL Statement with treasury dealer's and inform related team and department.
  - Processing incoming fund (Citad, vietcombank,SBV HCM)
  - Input closing exchange rate into the system and inform related teams and departments.

## **EDUCATION**

**07/2023 – 07/2024**

**PARTICIPATE IN THE GENERAL ADMINISTRATIVE TRAINING COURSE OF THE VINATRAN TRAINING SYSTEM.**

**2006 - 2010**

**B. A FINANCE AND BANKING, UNIVERSITY OF FINANCE MARKETING.**

## **SKILLS**

- Team-work skill.
- Time management.
- Communication skills.
- Partner relationship development
- Customer service skills