

REDEN P. MANIQUEZ

Operation Associate



CONTACT

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Nuevo Makati City, 1212

PROFILE SUMMARY

Persistent organized and detail-oriented. Target to always enhance my skill set and knowledge to contribute to the organization's overall efficiency and increased productivity. Efficient in working independently and on a team.

EDUCATION

- Marinduque State University
BS Information Technology
2007 - 2011
- Dolores National High School
2003 - 2007
- Dolores Elementary School
1998 - 2003

WORK EXPERIENCE

Filinvest Land Inc. 2020 - 2025
Operation Associate - Ledger Management

- Confers with customers by telephone, email, in person in order to provide information about products and services.
 - Processing and computation of complex request like additional down payment, change of financing scheme, revival of account of customers property.
 - Refers customer's concerns to designated departments for resolution and processing.
 - Refund processing of customers property including rush accounts with legal demand cases.
 - Processing of staled cheques and prepare re-processing memo.
 - Processing of insurance claims of customers property.
 - Keep records of customers interactions and transactions, recording details of inquiries, complaints and comments, as well as actions taken.
 - Ensures that appropriate responses were made to resolve customer's problem.
 - Releasing of customer's cheque for available and ready for release.
 - Reviews signed closing documents from customers and assists in identifying lacking documents, discrepancies, and incorrect details.
 - Provides feedback and reply to customer's concern and request.
 - Scheduling meetings and providing administrative support.
- Outstanding communication and interpersonal abilities.
 - Understanding and meeting the needs of customers.
 - Prioritizing tasks and managing time efficiently.
 - Noticing and addressing small important aspects of task.
 - Analyzing situations and finding solutions to challenges.
 - Choosing the best course of action and considering options.

Document Associate - Permits and Licenses

- In charge of monitoring and compliance of documentary requirements of accounts due for title conversion.
- BIR Processing, Tax Declarations, Real Property Tax, and Business Permit.
- Assist documentation to problematic accounts to apply resolutions.
- Preparation of weekly document status report of bank accounts concerning status application and budget reporting.
- Monitors application and release of documents at BIR, Registry of Deeds (Land Registration Authority) and Assessor's Office and Local Government Unit.
- Provide data for the preparation of transactions reports like Bank Financing Transfer Certificate of Title transfer, Buyback Accounts, Real Property Tax Updating, Tax Declaration and Building Certified True Copy, and Building Permit.
- Conducts monthly coordination meeting with documentation officers for the completed accounts and for accounts due for compliances of documentary requirements.
- Preparation of weekly and monthly document status report of Bank accounts, reporting to Department Head concerning status, application, and budget.
- Update Real Estate Mortgage conversion, coordinate with Bank.
- Check and sign all the documents before forwarding it to Accounting Department.
- Liquidation of received budgets for transactions.
- Responsible to monitor all documentation process.
- Prepares memos and correspondence.

TOOLS AND SYSTEM EXPERIENCE



CHARACTER REFERENCES

Mary Anne C. Bantog
Certified Public Accountant
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I hereby certify that the above information is true and correct to the best of my knowledge and belief.

REDEN P. MANIQUEZ
Applicant