



PATRICIA MATIBAG

MASTER IN BUSINESS ADMINISTRATION

- Result – oriented professional with over six (6) years in banking experience in business development, retail sales, branch cross – selling, loan and cash management, and general banking operations.
- With extensive knowledge of banking products and services, as well as business development and marketing. Supports business objectives through excellent customer service delivery and other service-related initiatives of the business center.

PERSONAL

- Name**
Patricia Matibag
- Address**
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st CHRV Langkaan 2
4114 Dasmariñas city
- Phone number**
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- Email**
matibagpatricia@gmail.com
- Date of birth**
11-04-1992
- Gender**
Female
- Nationality**
Filipino
- Marital status**
Single
- LinkedIn**
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LANGUAGES

- English ★★★★★
- Filipino ★★★★★



WORK EXPERIENCE

- Jan 2022 - Present
Service Officer
[Rizal Commercial Banking Corporation, Starmall-Daanghari Business Center, Bacoar City Cavite](#)
Transaction Processing:
 - Ensures that the branch transactions are processed within the set limits and approvals.
 - Acts as primary approver, custodian, alternate custodian, co-custodian to transactions, processes and documents.
 - Performs new accounts-related transactions.**Risk Management and Compliance:**
 - Reports any incident that is deemed as red flags or risk to the bank's reputation.
 - Monitors Business Center's compliance to regulatory and internal policies.
 - Monitors risk areas within the goal of eliminating errors, lapses, irregularities that could result to risk exposure or possible losses.**Customer Service:**
 - Assists the Service Manager in ensuring total client's satisfaction.
 - Assists the Service Manager in implementing service-related projects by the bank.
 - Offers the products and sales-related projects to the clients to help reach the targets sales and quotas of Business Center.**Administrative and People Management:**
 - Assists the Service Manager in OPEX and CAPEX, bank premises and security concerns.
 - Initiates training and coaching to improve the performance of the Service Associates.
- Aug 2021 - Dec 2021
Reserve Officer
[Rizal Commercial Banking Corporation, South Luzon Region 2](#)
 - Assumes the position of Service Manager, Service Officer and Service Associate in their absence. All functions of the position being relieved must be fully assumed as to their job description.
 - Assists in performing compliance reviews on case to case as assigned by the District Service Head and District Control Manager.
 - Performs ad hoc tasks such as special investigation or review, reconciliation of unbalanced accounts, ATM duty officers, surprise cash counting as assigned by the District Service Head.
 - Assists and coaches the On-the-Job Trainees/ new hires in branch operations as part of Introduction Program.

- Apr 2016 - Jul 2021

Junior Service Associate
 Rizal Commercial Banking Corporation, Imus Business Center, Imus City Cavite
New Accounts Function:
 - Attends to various customer inquiries and requests and ensures zero complaints from clients on its day-to-day operations.
 - Performs account opening related functions, tasks for processing other bank services (Time deposits/ Peso and FCDU placements, bills payment, bank certification, check requisitions) and reconciliation as required in the Branch Operations Manual and in accordance with regulatory policies.
 - Assist clients in Cash Management Solutions via Rizal Online Corporate and Rizal Online Retail.
 - Engages with the client and explores avenues to better serve clients through the generation of leads for Sales to offer other YGC Products and/or deepen existing relationships.
 - Acts as competent reliever to the Service Officer in response to critical situations.**Telling Function:**
 - Performs over-the-counter functions and processes transaction following with prescribed policies and procedure
 - Verifies and accepts cash/checks, other deposits, various payments, placement and stamps applicable debit transactions.
 - Verifies and processes outward foreign remittances such as application or cancellation of Telegraphic Transfer and Demand Draft, Foreign Bills Purchase.
 - Verifies Foreign Currency Bills and Travelers Check for authenticity
 - Check and processes Manager Check, Demand Draft Issuances, FX Sale and Purchase.
- Jan 2015 - Mar 2016

Guest Service Specialist
 Marketing Convergence Inc., Prestige Lounge, SM Mall of Asia, Pasay City
 - Receives members and guests and acts as host of the Prestige Lounge
 - Attends to request and coordinates with Prestige Lounge partners on service requirements of guests.
 - Implements Customer Relation Programs and events
 - Prepares and submit daily, weekly and monthly operations report
 - Receives customer complaints, pacify and listens to guests, and escalate problems to higher authorities/management



EDUCATION AND QUALIFICATIONS

- Jun 2021 - Present

Master in Business Administration
 Philippine Christian University, Manila City
 24 units
- Jun 2010 - Apr 2014

Bachelor of Science in Hotel and Restaurant Management
 Cavite State University, Imus City, Cavite



SKILLS

Microsoft Office	★★★★★
Customer-Oriented	★★★★★
Decision Making	★★★★★
Critical Thinking	★★★★★

Sales and Marketing



Team Leader



ACHIEVEMENTS

Employee Achievements:

- Top 1 in Branch Officers Orientation Training Program
Rizal Commercial Banking Corporation - (Batch August 2021)
- Most Commendable Guest Relations Specialist
- Deputy-in-charge and Prestige Lounge of the Year
Marketing Convergence Inc (2016)

Academic Achievements:

- Provincial Scholar for Provincial Scholarship Program (PSP)
Government of Cavite, Trece Martires City, PH
(June 2010 – April 2014)
- Scholar for Skills Enhancement and Education Development for Students
Jollibee Foods Corporation Scholarship Program
Robinsons Place, Dasmarinas City, PH
(November 2011 – Mar 2013)



REFERENCES

References available on request.