

CONTACT



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EDUCATION

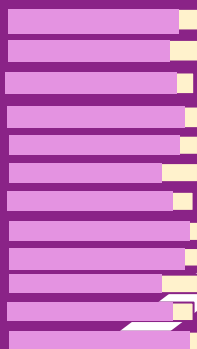


Davao City, PH

**UNIVERSITY OF IMMACULATE
CONCEPCION 2013-2017**
**DAVAO CITY SPECIAL NATIONAL
HIGH SCHOOL 2009-2013**
**PRECIOUS INTERNATIONAL
SCHOOL OF DAVAO 2003-2009**

SKILLS

Banking
Computer Literate
Typing Speed
Marketing and Sales
Communication
Leadership
Flexibility
Willingness to learn
Resilience
Empathy
Critical Thinking
Problem-solving



MARY ANNIKA B. LADAO

MARKETING ASSISTANT



Goal-driven Marketing Assistant for over 4 years with 1 year experience as a Customer Service Representative for the largest bank in the Philippines and the 15th largest in South East Asia. Skilled in handling customer complaints, walk-in clients, cash-handling, maintaining profitable clients and developing ambitious sales target. Achieved 5 out of 5 audit result under the Marketing Department and awarded as an outstanding Client Service Representative during 2019 BDO Circle of Excellence. Seeking to join your company to aid in achieving your sales metrics and increase ROI.

EXPERIENCE

MARKETING ASSISTANT (BDO UNIBANK INC)

(July 2018-February 2022)

- performed KYC's (Know your client) and creating a strong bond for possible sales and loyalty.
- Involved in wider company decision making, including policy and marketing decisions.
- Worked hand in hand with Financial Advisors, advertising and sales and distribution.
- Aided Marketing Officers and Executives on marketing campaigns and marketing strategies especially on maximizing company's profit.
- Managed High Risk Corporate, NPO/NGO, PEP, and valued client accounts.
- Processed and handled various Trust and Investment Management profiles.

CUSTOMER SERVICE ASSOCIATE (BDO UNIBANK INC)

(May 2017-June 2018)

- Assisted clients on their transactions and needs at utmost care.
- Handled client's complaints and provided resolutions on clients' benefit.
- Carried out administrative duties to ensure the financial group operates smoothly.
- Assigned on Human Resource tasks such as budget issues.

ON-THE-JOB TRAINEE (LANDBANK OF THE PHILIPPINES)

(April-May 2016)

- Assisted bank tellers on day-to-day transactions, preparing official receipts and managing queue system.
- Balancing transacted amounts and ensuring proper validation on over-the-counter transactions.

LANGUAGES

FILIPINO, ENGLISH

