

RESUME OF SERENA MAYBELLE TAY



Personal Particulars

FULL NAME	Serena Maybelle <u>Tay</u>
ADDRESS	17 Tanjong Katong Road #09-29 Katong Regency Singapore 437159
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EMAIL ADDRESS	serenamtay@gmail.com
DATE OF BIRTH	22 nd April 1991
NATIONALITY	Singaporean
PLACE OF RESIDENCE	Singapore
PLACE OF BIRTH	Singapore

Personal Summary and Background

Meticulous, responsible, passionate and an avid team player are some of the keywords that perfectly define my personality. I have also been described as a patient and calm individual, with a pleasant and cheerful disposition by many acquaintances.

Being a dedicated worker, I recognize the importance of work prioritization in order to handle excessive workload effectively, while still producing the best quality of work standard.

I personally feel that tight deadlines and work pressure only exist to make me stronger, thus I always embrace these challenges with utmost optimism and enthusiasm.

My passion lies in providing a sincere and customer-centric attitude towards both fellow colleagues and clients, and I treat customers' complaints as gifts as they are valuable lessons in life.

With 5 years of experience in the financial industry, my strength truly lies in my strong banking knowledge, be it in banking products, operational or compliance matters, as well as in my differentiated customer service attitude that is rendered from the heart.

Detailed Work Experience

01 Oct 2014 – Present

Oversea-Chinese Banking Corporation Ltd. (OCBC Bank)

Service Officer (Assistant Manager)

- Provide a one-stop solution and strong supervision to a team of 12 tellers and 20 salespersons in all operational and administrative matters.
- A reliable and important support to the Customer Service Manager (CSM) in handling of all customers' complaints and queries.
- Strong ability to multitask and prioritize work to manage tight deadlines, and handle excessive workload in an efficient manner.
- Maintain excellent accuracy in checking and ordering of cash and stock registers, while taking charge of the role of a Chief Cashier.
- Having an eye for detail and a sharp-thinking mind to control the branch main cash vault holdings, and adhere to the branch day-end cash limits.
- Treat money laundering prevention procedures seriously, and to report any suspicious activities immediately to the CSM and the Suspicious Transaction Reporting Team.
- Ensure all regulatory compliance set by the Bank and external regulatory authorities are met by the whole branch team.
- Managed to pass all branch audit checks with no high-risk error finding since 2011.
- **Attained the Best Service Branch Award (Katong) in Feb 2013 across all branch networks.**

12 Apr 2011 – 30 Sep 2014

Oversea-Chinese Banking Corporation Ltd. (OCBC Bank)

Bank Teller (Associate)

- Excellent accuracy and speed in cash handling and all other transactions over the counter.
- Practice Know-Your-Customer (KYC) and Enhanced Due Diligence (EDD) guidelines to identify any suspicious accounts transactions.
- Fingertip strong knowledge of the bank's latest promotions and products, including matters pertaining to corporate accounts and Banker's Guarantee.

15 Mar 2010 – 30 July 2010 Changi Airport Group (Internship)

Customer Service & Duty Terminal Operations

- Provide quality service to passengers
- Identify strategic areas of focus where passengers can be reached to provide value added service
- Documenting Customer Service Unit's work processes in accordance to ISO and SOPs
- Handling of ground incidents such as medical cases, accidents and breakdown of airport operations and other emergency situations
- Submitting reports on ground observation and minutes of Terminal Management Centre daily briefings
- Involvement in attending to stranded passengers due to Volcanic Ash Eruption

Skills and Education

Sep 2012 – Apr 2015 Murdoch University Singapore

- Attained Degree in Bachelor of Commerce
- Double major in Human Resource & Management

Jan 2008 – Mar 2011 Temasek Polytechnic Singapore

- Attained Diploma in Leisure Resort and Management
- Volunteered in Community Service Workshop and Fund Raising Project in 2008
- Attended the Introduction to Sociology and Psychology course in 2009

Jan 2004 – Dec 2007 Bedok View Secondary School Singapore

- Attained GCE "O" Levels with distinction in English Literature

Computer Literacy

- Microsoft Office (Word, Excel and PowerPoint), MS Outlook & MS Internet Explorer
- Statistical Package for the Social Sciences (SPSS)
- Dreamweaver Web Design

Selected Highlights

- Well versed in English and Mandarin language
- Proficient English presentation, communication and persuasive skills
- Excellent networking skills

Availability

- One month's notice

Referrals

- Ms. Joanna Ng Lay Kheng

Premier & Customer Service Manager (Vice President) – OCBC Bedok Branch

Contact No.: +65 9732 9995

- Ms. Eunice Ng Kim Nai

Customer Service Manager (Vice President) – OCBC Katong Branch

Contact No.: +65 9362 4286