**Cheryl S. Diaz**

4 Caliao Street Zone 5 Signal Village   
Taguig City Philippines 1632  
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February 24, 2009

Dear Hiring Manager,

This letter is to express my interest in discussing the vacant jobs posted on your web site. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this position.

The key strengths that I possess for success in this position include, but are not limited to, the following:

* Provide exceptional contributions to customer service for all customers.
* A Self motivated team player, with excellent confidence & commitment.
* Sense of responsibility and a very hard worker.
* Ability to adjust to the situation and can work effectively under pressure.
* Excellent interpersonal skills and the personal motivation to contribute to a successful sales team.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a partner of your team.

I can be reached anytime via my cell phone. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely yours,

Cheryl S. Diaz

 Enclosure: Resume

# CHERYL S. DIAZ

# TEL NO. 632-8376613 / +639175098229

# E-MAIL [cheryls.diaz@yahoo.com](mailto:cheryls.diaz@yahoo.com)

# #4 CALIAO STREET ZONE 5 SIGNAL VILLAGE

# TAGUIG CITY PHILIPPINES 1632

# OBJECTIVE

Seeking full time career with an organization, which will permit me to contribute strong background in solutions, implementation and customer service, along with unique driven for excellence and success.

# PROFILE SUMMARY

Articulate communicator who can fluently speak the languages of both people and technology, blending technical expertise with exceptional interpersonal skills while interacting effectively with internal and external clients.

# WORK EXPERINCE

July 3, 2006-January 5, 2009

Official Assistant

Citibank NA Philippines, 1 Eastwood City Libis QuezonCity

Authorization Officer

Job Description:

* Assisted local and international clients for credit card transactions with inquiries and resolved potential client issues.
* Responsible for processing manual credit approval.
* Empowered to approve on declined credit transactions as the case may be.

Seminars and Trainings:

* 2007-2008 Citi Training: Code of Conduct, *April 17, 2008*
* CSIS ASPAC Security and Fire Safety Awareness Training Program, *July 19, 2008.*
* Telephone Engagement Workshop, *Crowne Plaza Hotel, May 23, 2007.*
* Ultimate Secrets of Citibank produced by Institute of Leadership Excellence and Accelerated Development*, Edsa Shangri-La Hotel, August 18, 2006.*
* Fraud Management and Awareness Training.

November 2, 2004-June 30, 2006

Jr. New Account Teller

Banco De Oro Universal Bank, Paseo De Roxas and Rockwell Mall Makati City

Marketing Assistant

Job Description:

* Processed opening of all types of accounts (Savings, Checking, Time Deposits and Placements/UITF Investment.
* Handled loan requirements.
* Tasked in acquiring special rates to the bank’s treasury group.
* Responsible in probing of accounts and potential clients through telesales, walk-in inquiries and client visits.
* Market bank products and services such as loans, insurance, investments, trust funds, consumer lending, fixed income products and credit cards.
* Maintain daily and monthly report for peso and dollar bank products.

Bank Teller

Job Description:

* Acted as front liner to bank’s services and main functions.
* Responsible in performing General Services and Teller functions.
* Processed foreign exchange transactions including third currencies.
* Process telegraphic transfer, remittance pay-out and credit card cash advance.
* Provided service to clients all concerns, inquiries, complains and such matters pertaining to banks products and services.
* Handled issuance of Manager’s Check.
* Responsible for ATM loading and retrieval of cash.
* Generate payroll for corporate accounts.

Seminars and Trainings:

* General Services Training, *BDO Training Center Ortigas, August 2005*
* Signature Verification Course, *BDO Training Centre, March 31-Apri 1 2005*
* Cash Services Training, *BDO Training Center Ortigas, November 2004*
* AMLA Seminar, *BDO Training Center Ortigas*

November 2003-February 2004

Internship Training, Marketing Services

Viking Cars Incorporated – VOLVO Philippines, Chino Roces Avenue Makati City

Job Description:

* Facilitated Marketing communications and reports.
* Assisted other business units for other administrative functions as may be assigned by superiors: Credit and Fraud Department.

Summer 2003-2004

Assistant Sales Executive, Multi Media Division

Juneau Industrial Services – 3M Philippines, San Antonio Village Makati City

Job Description:

* Focused on new-business development among existing clients.
* Deployed cold-calling and telemarketing techniques to identify key prospects.
* Collaborated closely with sales and account management to develop parameters of Account Executive role in assigned territory.

April 2000-January 2001 / August 1999-December 1999

Store Marketing Assistant/ Cashier

Jollibee Food Corporation, Foodcourt SM Makati / Glorietta 4 Makati City

# EDUCATION

**2000-2004** Adamson University, Manila Philippines

* **Bachelor of Science in Business Administration**
* **Graduate Major in Marketing**

**1999-2000** PATTS College of Aeronautics

* **Bachelor of Science in Tourism**

# LEADERSHIP AND AWARD

5th Winner, Mc Donald’s Extra Challenge Reality Show GMA 7, May 2005

Adamson University Financial Aid Program-AUFAP-Friends

Adamson University Manila

* Academic Scholar, October 2000-October 2004
* Vice President Internal, School Year 2002-2003
* Treasure, School Year 2001-2002

Adamson University Recognized Student Organization Leadership Training and Recollection

* Facilitator, Teacher’s Camp Baguio City, May 25-29 2004
* Facilitator, Girl’s Scout Encampment Baguio City, May 28-31 2003

2008 Most Outstanding Interact Club President, District 3810

Delegate, International Youth Exchange Student, Japan, March 19-25 1999

Sponsored by Rotary International, Japan