



# Larissa Fetalver

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**Account Relationship Management | Customer Relationship Management | Financial Services**

High-performing individual eager to join an innovative organization, where I can apply my knowledge and skills in the field of Communication in a startup environment. An individual with good interpersonal communication, well-experienced working in financial and banking industry focusing on customer service, people, risk management and AML policies. Also a creative and self-motivated person with extensive experience in administrative support, human resources, marketing and operations management.

## Relevant Experience

### Metropolitan Bank and Trust Company

#### REGIONAL CUSTOMER SERVICE ASSOCIATE

*Oct 2019-March 2022*

- Assists branches to strictly monitor AML/ compliance of newly released policies.
- Works closely within region's branches and give assistance for a seamless tasks execution in day to day banking.
- Execution of both Customer Service Associate and New Accounts Associate function.
- Assists Area Office to oversee branch compliance under operations and risk mitigation

#### NEW ACCOUNTS- ASSOCIATE

*June 2018-October 2019*

- Responsible for the evaluation & onboarding of new traditional clients (B2B and B2C)
- Receives and responds to enquiries, complaints from/to B2B and B2C and energetically accommodate their concerns and filing for proper disputing to mitigate impact to customer service.
- Conducting KYC/ due diligence, FATCA: updating and uploading of documents on all IB & Government clients (PEP) (New & Existing clients).
- Handling of account openings, placements, remittances, sundries and other miscellaneous transactions
- Legal aspect of bank documentation and operations.
- Handles wealth management and processes client's investment and ensure completeness of documentary requirement.
- Process FX/local and international telegraphic transfer. Post proceed of remittance from foreign branches, subsidiaries, affiliates offices and centers, foreign and local correspondent banks

#### CUSTOMER RELATIONS ASSOCIATE

*June 2014-June 2018*

- Perform secretarial works which include filing, typing, correspondence, and other general administrative works being assigned from time to time.
- Opening and Closing of accounts, signature verification, uploading through the Signature Verification System(SVS).
- Handles outward clearing operations through Check Image Clearing System (CICS).
- Post all transaction adjustments to the Current Account/Savings Account (CA/SA) terminal at the start of banking day.

## Relevant Experience

GMA NETWORK, INC.

ADMINISTRATIVE ASSISTANT (JUNIOR RESEARCHER (ON-THE-JOB-TRAINEE)

*March 2013-April 2013*

- Assisted with various office tasks, such as photocopying, mailing, and filing. Answered telephone calls and inquiries.
- Responsible to submit story proposal with complete story background, data and case studies to Production Head Researcher.
- Coordinates with social media producer regarding research materials that can help in story generation.
- Became executive assistant of the HR during internship. I was tasked to handle all interns and designate functions to assist the 2013 Election Covering.

## Education

Bachelor of Arts in Mass Communication

*Adamson University*

2010-2014

- Graduated with Latin Honor as Magna Cum Laude
- Gained extensive knowledge about mass media and successfully accomplished all theories for communications.

## Skills

- Operations Management, Administrative Assistance
- Leadership
- Strong communication, multitasking, organizational, and analytical skills
- Able to collaborate with cross-functional teams to deliver results
- Attention to detail and good judgement
- Positive attitude, detail and customer-oriented with good multitasking and organizational ability
- Depth understanding on the banking industry: operations, compliance and policies (Risk Management and AML Policies)

## Certification /Awards

*Adamson University*

*APRIL 2014*

- Magna Cum Laude, Academic Excellence

*Civil Service Commission*

*JUNE 2015*

- Honor Graduate Eligibility

## Personal Details

BIRTH DATE: OCTOBER 30, 1993

NATIONALITY: FILIPINO

MARITAL STATUS: SINGLE