

JINNALYN S. ESPONILLA

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Address: ZONE 1, NATUBGAN, KANANGA, LEYTE



PROFESSIONAL PROFILE

An ambitious professional with over five years of experience in providing exceptional customer service in a microfinance company, actively seeking for a position in a global organization to leverage my strong interpersonal skills which I have demonstrated in previous professional work experiences in order to add value to a company that provides growth and career advancement opportunities.

PROFESSIONAL SKILLS

- Excellent customer service with positive attitude
- Calm approach in handling people with different personalities
- Good organizational and multi-tasking skills
- Good listener and partnership building skills
- Project and client relationship coordinator
- Verbal and written communication skills
- Has keen attention to detail and promptness in following timelines
- Positive disposition and willingness to learn and acquire new knowledge
- Experienced in using Microsoft Office

WORK EXPERIENCE

NWTF (Project Dungganon)

October 2016 – October 2018

ENCODER

- Entering new data for old and new clients in the company system
- Applying loan proposals
- Encoding weekly collection payment in the company system
- Emailing Monthly Report
- Filing and keeping of important documents
- Sending weekly files (DCS, Loan Proposals, etc.) to the assigned branch

NWTF (Project Dungganon)

(November 20, 2018 – May 27, 2022)

Position: Loan Officer

- Conducting Center Meetings and Seminars
- Collecting weekly payments
- Processing and applying loan proposals proposed by the clients
- Monthly Report
- Filing and keeping of important documents
- Handled all inquiries of both new and old clients
- Searching for new clients for MBI (Members Brought In)

Achievement

- **Best Achiever (Primary School)**
- **Second Honorable Mention (Secondary School)**
- **Best Practice Teacher (College)**
- **Let Passer**

EDUCATION

June 2012 – April 2016 **Bachelor of Elementary Education**
Jose Navarro Polytechnic College
Naghalin, Kananga, Leyte

REFERENCES

Demar Rebadomia
Nwtf (Project Dungganon)
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Nwtf (Project Dungganon)
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