



SHEENA MARIE C. OCDEN

Address: Bartolome Street, Tuguegarao City, Cagayan Valley
Phone: 0927-299-4925
Email: sheenashe0905@gmail.com

SUMMARY

Customer-focused and results-driven individual with hands-on experience in client assistance, service explanation, and transaction processing. Skilled in communicating service benefits, handling client concerns, and guiding customers toward successful outcomes. Eager to apply these strengths in a real estate sales environment.

WORK EXPERIENCE

On-the-Job Training

Development Bank of the Philippines

Jan 2026 - Present

- Helped clients open their accounts and process their documentation, making sure that there was a 20% reduction in application errors and an increase in processing times.
- I adhered to company policy and ensured confidentiality of client information and that all paperwork was kept organized and in order for all clients' records.
- I assisted clients through the banking process and explained requirements so they were able to complete their applications for account opening, resulting in an increase in the number of successfully completed applications and a reduction in the number of incomplete account applications.

EDUCATION

Bachelor of Science in Business Administration

June 2022 - June 2026

Major in Financial Management

University of Saint Louis Tuguegarao

Senior High School

Science, Technology, Engineering, and Mathematics

2019 - 2021

Rizal National School of Arts and Trades

Junior High School

2015 - 2019

Rizal National School of Arts and Trades

Primary

2009 - 2015

Rizal Central School

SKILLS

- Customer Service
- Communication & Interpersonal Skills
- Attention to Detail
- Problem-Solving
- Critical Thinking

ADDITIONAL INFORMATION

- Strong ability to handle confidential information
- Organized and detail-oriented
- Adaptable and quick learner
- Willing to be trained and eager to learn

