



ELMER MARQUEZ

15 YEARS AT METROBANK AS COLLECTIONS SPECIALIST
7 YEARS AT TSANZE RESTAURANT AS OPERATIONS MANAGER

EXPERIENCE

■ CO-OWNER/MANAGER JAN. 2012-2019

IN-BOUND COLLECTION SPECIALIST OCT. 2000 - DEC. 2015

TSANZE RESTAURANT

Responsible for the over-all operation of the store focusing on budget-saving analysis, well-balanced financing, and effective manpower handling. Monitors day to day operation of the business, maintains availability of stocks, performs cost analysis, and implements strategic business model to help improve sales and profits.

Innovate and Experiment new menus and delicacies and provide options to customers to boost sales and profitability. Stay competitive and become the leader in food business in the area by providing the highest level of customer satisfaction, maintaining food preservation and sanitation and providing a friendly and ambiance to customers.

METROBANK CARD CORPORATION (MAKATI, PHILIPPINES)

Responsible for efficient and timely resolution and facilitation of collection related requests, queries and complaints made by internal and external clients received through telephone as well as walk-in clients. Also responsible for the achievement of set targets and productivity standards collectively with other team members and compliance with policies and procedures. Evaluates and recommends approval/disapproval of requests for waiver of charges, reactivation and refund of overpayment. Receives client request for issuance of certificate of full payment. Drafts and sends reply to internal and external clients for inquiries and requests received thru e-mail. Liaise with other departments/units/branches regarding collection concerns. Consolidates and prepares reports related to unit's performance. Negotiate restructuring of delinquent accounts, evaluate payment proposals beyond existing guidelines and recommend approval/disapproval of request.

CONTACT



Bldg. No.4, Aljazeera St. Bin
Mahamoud, Doha, Qatar



+97450518909



elmergmarquez@gmail.com





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EXPERIENCE

■ BILLING ASSISTANT
NOV. 1997 TO SEP. 2000

INFOCOM COMMUNICATIONS NETWORK INC.

Responsible in the re-activation and de-activation of paging services of customers focusing on well-balanced account handling, monitoring and providing customer service satisfaction to clients.

EDUCATION

TERTIARY EDUCATION
1993-1997

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
Bachelor of Science in Political Economy

SECONDARY EDUCATION
1989 - 1993

ALITAGTAG HIGH SCHOOL

PRIMARY EDUCATION
1983-1989

DALIPIT ELEMENTARY SCHOOL

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AWARDS AND RECOGNITIONS

- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - Jan to Mar 2009 (1st Quarter)
 - METROBANK CARD CORPORATION
- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - Apr to June 2009 (2nd Quarter)
 - METROBANK CARD CORPORATION
- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - July to Sept 2008 (3rd Quarter)
 - METROBANK CARD CORPORATION
- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - July to Sept 2007 (3rd Quarter)
 - METROBANK CARD CORPORATION
- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - Apr to June 2007 (2nd Quarter)
 - METROBANK CARD CORPORATION
- **MASTERS AWARD (Company-Wide Award/Staff Division)**
 - Oct to Dec 2006 (4th Quarter)
 - METROBANK CARD CORPORATION
- **ONE OF TEN OUTSTANDING COLLECTIONS STAFF 2009**
 - **(Departmental Award)**
 - METROBANK CARD CORPORATION

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AWARDS AND RECOGNITIONS

ONE OF TEN OUTSTANDING COLLECTIONS STAFF 2008

(Departmental Award)

METROBANK CARD CORPORATION

ONE OF TEN OUTSTANDING COLLECTIONS STAFF 2007

(Departmental Award)

METROBANK CARD CORPORATION

PERSONAL DATA

AGE	:	42 y/o
DATE OF BIRTH :		September 03, 1976
PLACE OF BIRTH	:	Alitagtag Batangas
HEIGHT	:	5'6"
WEIGHT	:	170 lbs
RELIGION	:	Roman Catholic
FATHER'S NAME	:	Benedicto Marquez (deceased)
MOTHER'S NAME	:	Cristina Marquez

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