

Yoko Suzuki

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OBJECTIVE

To use my experience and expertise in the field of Inward Remittance Operations to the best of ABC Bank, Tokyo's processing operations' expectations.

SUMMARY OF PROFESSIONAL EXPERTISE

- Experienced in Inward Remittance Operations with comprehensive knowledge of every aspect of operations and systems, e.g. SWIFT.
- Excellent negotiation and problem-solving skills for which I was made the in-charge to resolve problems between the bank and remittance or cover bank.
- Self-confident, with a keen sense of responsibility and an ability to work promptly and efficiently.
- Self-driven, focused and result-oriented, with strong motivational and administrative skills.
- Experienced team player with effective and cogent written and communication skills.

PROFESSIONAL EXPERIENCE

PROCESSING OPERATOR, INWARD REMITTANCE SECTION, XYZ BANK LTD., TOKYO **APRIL 2008 TO PRESENT**

Responsibilities:

- To receive remittances from domestic or overseas banks in favor of resident or non-resident corporations in Japan. Tackle between E and F, 2,000 remittance cases a day.
- To clear and confirm operations to ensure that the remittances received are as expected.
- To claim the handling charge to the remitter's bank.
- In-charge of resolving customer and operations-related problems.

Achievements:

- Reviewed a routine operations' process on handling charge paid back to overseas banks and proposed a reform plan which has been adopted.

Knowledge of bank operation systems:

- SWIFT
- WINGS
- BOJ-NET (Bank of Japan Financial Network System)

Professional Training:

SWIFT Code basic training from SWIFT, Tokyo

EDUCATIONAL & PROFESSIONAL DEVELOPMENT

- March 2014: **Associate degree in English Literature**, Tokyo Junior Women's University, Tokyo
- July 2013 to August 2013: Studied English (intermediate course), XYZ School, Cambridge, UK
- Affiliated Financial Planner (JAFFP), Jul 2018
- Japan Chamber of Commerce and Industry Book-keeping Examination, 3rd Grade Pass (Apr 2015)
- TOEIC Score: 780 (Jan 2013)

Languages: Japanese native, conversational English

PC Skill: MS Word, Excel, PowerPoint

References will be provided on request.