

**EBENEZER L. FERRER**

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*Passionate on finding a new career that can bring challenges and growth, where my enthusiasm and acquired skills can be utilized for the success of the firm and its clients.*

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**WORK EXPERIENCE**

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**CASE MANAGER**

Security Bank Corporation

November 18, 2024 to present

- Prepared case facts and necessary documents while coordinating schedules of key personnel for mediation requests from BSP and other regulatory authorities.
- Drafted official bank responses for highly sensitive cases, with focus on accuracy, regulatory compliance, and alignment with the risk and reputational safeguards.
- Assisted in the review and second-level endorsement of cases lodged through the centralized application and regulatory channels, ensuring proper endorsement to the appropriate unit for investigation.
- Ensured accurate documentation of case investigation trails and related files to support reviewers in tracking the case journey.
- Maintained and completed case trackers to provide accessible summaries, facilitating the preparation of internal and regulatory reports.

**PROCESS OFFICER**

CTBC Bank (Chinatrust) Philippines Corporation

January 1, 2017 to November 15, 2024

- Scheduled and coordinated internal meetings and mediation requests from BSP and other regulators with key stakeholders, ensuring timely discussions and resolution of critical issues.
- Coordinated with Legal and relevant departments to ensure completion of required documentation and case narratives for meetings and mediation sessions.
- Prepared and documented detailed minutes of meetings, maintaining accurate and clear records of discussions and action items.
- Assisted in client retention and relationship management across regular, corporate, and top-tier customer segments.
- Managed regulatory and case coordination from BSP, CIC, and internal units.
- Implemented and updated SOPs and Policy Manual in line with regulatory circulars.
- Prepared and submitted regulatory and operational risk reports for BSP (BCCR) and parent bank.
- Conducted second layer reviews of unauthorized transactions to assess negligence and fraud risk.
- Oversaw payment reconciliations, approvals, and system reviews to strengthen controls.
- Monitored and moderated corporate digital platforms (Social media, App Store, & Playstore) of the company.

PROCESS SPECIALIST IV (Email Administrator)  
CTBC Bank (Chinatrust) Philippines Corporation  
January 1, 2014 to December 31, 2016

- Administered centralized unit mailbox, managing escalations, requests, and delegating routine concerns.
- Screened and endorsed check payment schedule deviations for compliance.
- Provided system support for Cash Management clients, ensuring accurate payroll, cash card, and government payment processing.
- Performed Customer Information data uploads in the core banking system with strict data accuracy controls.
- Conducted Day 2 checks on card tagging, reconciling reports and validating documentation.
- Prepared payment histories, SOA to close, and reviewed/ endorsed payment adjustments.
- Reviewed and returned non-compliant cash card application forms in line with digitization requirements.

PROCESS SPECIALIST III  
CTBC Bank (Chinatrust) Philippines Corporation  
July 5, 2010 to December 31, 2013

- Applied operational policies and timelines in resolving account-related cases.
- Ensured account security and confidentiality through strict KYC compliance.
- Prepared and escalated case documentation and narratives for regulatory resolution.
- Processed card activation, restriction, blocking, and Customer Information uploads in core systems.
- Monitored and reported transaction disputes, payment reports, and unposted settlements.
- Administered payment deferrals, refunds, discharge billing, and check retrievals.
- Executed account amendments for loan and cash card accounts.
- Managed pension account servicing and SOA issuance in line with SSS requirements.

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## **EDUCATION**

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BICOL UNIVERSITY – COLLEGE OF BUSINESS, ECONOMICS AND MANAGEMENT  
Bachelor of Science in Management (2006-2010).

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## **AWARDS AND ACHIEVEMENTS**

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- Honor Graduate Eligibility from Civil Service Commission (CSC) pursuant to Presidential Decree No. 907.
- Graduated Cum Laude.
- Dean's Lister and Academic Scholar (A.Y. 2008-2009 and A.Y. 2009-2010).
- Career Service Professional Eligibility (November 16, 2008).
- Career Service Subprofessional Eligibility (July 27, 2008).
- Consistent honor student and Class Valedictorian (Elementary and High school).

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## **CAPABILITIES**

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- Proficiency in English and Filipino (Tagalog and Bicol) dialect, both in oral and written communication.
- Capable of maintaining operational efficiency and stability.
- Competent and professional in attending to clients' concerns.
- Capacity to research, analyze data and create documents.

- Computer literate, with knowledge on Microsoft Office (Word, PowerPoint, and Excel) and Adobe Photoshop and Lightroom Mobile.
- Ability to curate images, create visual content (social media-related) and providing detailed narrative for presentations.

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**PERSONAL INFORMATION**

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Date of Birth: November 18, 1989  
Gender: Male  
Civil Status: Single  
Nationality: Filipino  
Height: 5'10" / 176 cm.

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**REFERENCE**

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(Available upon request)

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**EBENEZER L. FERRER**  
(Applicant)