

Marina Christodoulidou

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Date of Birth: 23/11/1980

Nationality: Cypriot

Marital Status: Married

Mob.: 99 400899

WORK EXPERIENCE

2015 - Today

Assistant Branch Manager - RCB Bank Ltd

- Responsible for the administration and efficient daily operation of the Branch.
- Since 09/2020 also responsible for the administration and efficient operation of the SAU (Staff Accounts Unit).
- Performing all the duties and acting as Branch Manager in his absence.
- Achieving individual and branch sales goals through new business sales, referrals and retention of account relationships. (Lending, corporate, acquiring and individual customers)
- Following strict security and safety guidelines according to Bank's policies.
- Ensuring that all processes and procedures are followed.
- Ensuring that the "Know Your Customer" and "Due Diligence" procedures are strictly followed.
- Monitoring and approving client acceptance procedures.
- Monitoring, approving and providing guidance and assistance to daily operations and transactions/payments in respect of AML and according to the Bank's policies and procedures.
- Ensuring efficient cooperation with other departments of the Bank.
- Actively involved in drafting/amending new and existing policies and procedures.
- Actively participating in various working groups aiming at improving operational systems and bank's procedures.
- Promoting excellent level of customer service and customer satisfaction.
- Promoting the sales and service culture through coaching, guidance and staff motivation.
- Providing leadership, on the job training and supervision to a team of eight (8) employees.
- Direct report manager of four (4) employees.
- Delegation of day-to-day operations to the Branch personnel.

2009 - 2015

Credit Officer/ Teller/ Replacement of supervisor - Alpha Bank Cyprus Ltd

- Interview customers, collect financial information, prepare applications for credit facilities, reviews, restructurings, arrears collections.
- Opening accounts, update of customer files
- Replacing branch supervisor

2001 - 2009

Customer Representative - Alpha Bank Cyprus Ltd

- Teller transactions.
- Opening of bank accounts.
- Issuing of Guarantee Letters.
- SWIFT messages

PROFESSIONAL QUALIFICATIONS

2016

Financial Services Regulatory Framework Advance Certificate (CySec)

2001 - 2005

Diploma in Financial Services Management (IFS)

Diploma in "General Banking" (ABA/AIB)

Certification in "Money and Banking" (ABA/AIB)

OTHER QUALIFICATIONS

1996

General Certificates of Education Examination

English Language Ordinary Level
AS Pure Mathematics
Physics Ordinary Level

LANGUAGES

- Greek (native) and English (fluent).

ACCOMPLISHMENTS

- Studied for three (3) years at the University of Cyprus (Chemistry Department). Discontinued studies after employed by Alpha Bank Cyprus Ltd
- Banking studies while working at Alpha Bank Cyprus Ltd
- Twenty one (21) years of work experience in the banking sector
- Annual CySEC renewal trainings

INTERPERSONAL SKILLS

- Excellent verbal and written communication skills in Greek and English
- Positive and patient
- Decision maker
- Organizational skills
- Ability to inspire and to motivate

REFERENCES

Available upon request