**First Name of Application CV No 1623870**

Whatsapp Mobile: +971504753686



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**CAREER OBJECTIVE:**

To be able to be part of a growing financial firm needing a highly knowledgeable and experienced employee to provide full service banking/customer service, including accurate processing of all financial transactions in record time, and making the company to stand out in customer service delivery. To fully utilize my skills gained in my previous work experience, to improve my knowledge in the service industry and at the same time to gain career advancement as well as career growth in your prestigious company.

**PROFILE:**

* Six years Banking experience in one of the well-known banks in the Philippines
* Two years working experience in one of UAE’s pioneer exchange companies
* Excellent verbal and written communication skills
* Extensive banking knowledge and experience
* Highly flexible, able to handle multiple tasks and priorities
* Hardworking, determined, dedicated and passionate towards given work

**WORK AND PROFESSIONAL EXPERIENCE**

**ORIENT EXCHANGE CO. LLC**

**December 2013- December 2015**

**Industry: Financial Services**

**Job Role: Cashiering/ Customer Service Representative**

**JOB DESCRIPTION:**

* Highly skilled in receiving and processing all remittance transactions to different countries.
* Assisting customers in opening of Bank Accounts to other countries (Philippines and India) and make sure that the customers understand the products and services that we offer.
* Buying and Selling Foreign Currencies
* Processing of Electronic Transfer to Beneficiary Bank Account around the Globe.
* Providing diversified services to remit funds to Philippines, such as Door- to-Door, Direct Credit to Beneficiary Bank Account and Cash Pick-up services within hours.
* Processing of Cash Advance against MasterCard and Visa Card.
* Processing of Western Union Money Transfer Services.
* Facilitating such mobile phones top up services as a value added services for our dear customers.
* Processing the opening of First Gulf Bank Certificate and National Bonds and accepting deposits.
* Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
* Accepting Credit Card payments.
* Processing WPS Payment Service for salary deposit and salary disbursement.
* Attracts potential customers by answering product and services questions; suggesting information about other products and services.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Preparing and /filing daily reports.

**Philippine National Bank former (Allied Banking Corporation)**

**July 2007- August 2013**

**Industry: Banking and Financial Services**

**Job Role: Universal Teller Job Level 5/ New Accounts Clerk**

**JOB DESCRIPTION:**

* Processing all banking transactions such as cash and checks deposits, cash withdrawals, check encashment, telegraphic transfers and buying and selling foreign currencies.
* Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
* Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency.
* Handling bills payments (credit cards, loans, insurance etc.)
* Maintains customer confidence and protects bank operations by keeping information confidential.
* Opening of new accounts/account maintenance and markets the bank's products and services to new and existing clients.
* Informing customers of their balances.
* Accept and process loan payments
* Perform end of the day recap of money and bank slips
* Take advantage of sales opportunities to attract new customers
* Compare signatures, photos and ID to verify customers
* Ensure that the cash drawer is balanced and maintained at all times
* Maintaining good customer relations.
* Proven record of maintaining, verifying, and balancing allocated cash drawer including proper trial balancing all throughout the day.
* Able to give accurate and detailed information to the clients

**ACADEMIC QUALIFICATION:**

College graduate at **Philippine School of Business Administration**-

1029 Aurora Blvd. Quezon City

**Bachelor of Science in Business Administration Major in Marketing**

**PROFESSIONAL SKILLS and COMPETENCIES**

* Outstanding people skills
* Extensive computer skills
* The ability to work under pressure and multi-task
* Good organizational skills
* Capable to deal promptly with various types of client demands
* The ability to follow instructions and deliver quality results to clients and/or superiors.

**PERSONAL INFORMATION**

**Age:** 29

**Gender:** Female

**Nationality:** Filipino

**Date of Birth:** November 01, 1986

**Civil Status:** Single

**Languages:** English and Tagalog