**First Name of Application CV No 1643970**

Whatsapp Mobile: +971504753686



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### PERSONAL SUMMARY

An optimist, detail oriented and flexible person, that is professional in appearance as well as communication. I have a long history of providing customer satisfaction through personalized-relationship driven service. I am a people person, therefore there is no problem maintaining a friendly and positive attitude whilst assisting customer in their needs. I have the ability to accept responsibility and handle confidential information safely. Currently I am looking for a suitable position in a company that has the willingness to recruit talented people who have a track record of achievements.

**CAREER HISTORY**

**Branch Cashier**

June 1, 2014 – June 1,2016

Employer’s name – Brands for Less

**Duties;**

* Greet customers
* Check the condition of the items that the customer is buying
* Accept cash and card payments
* Accepts return items and issue credit notes
* Inform customers about return and exchange policy
* Provide Customer satisfaction
* Knowledgeable in all selling products
* Cross sell other store products
* Answer phone calls

**Head Teller**

March 2012 – May 2014

Asia United Bank

**Duties;**

* Balance the balance sheet
* Process wire transfers such as rtgs, pddts and telegraphic transfer
* In charge of cash supplies of tellers, vault and atm machine
* Balance petty cash for month end
* In charge of bills payments
* In charge of bills purchase
* PDC Warehousing

**New Accounts Officer**

Jan 2011-Feb 2012

Asia United Bank

**Duties;**

* Open new accounts
* Open payroll accounts
* In charge of rolling, pre terminating or liquidating time deposits
* Updating signature cards
* Updating documents pertaining to new accounts opened and existing ones
* Answer phone queries
* Cross sell other bank products
* Sending Thank you letters

**Teller**

Nov. 2009-Jan 2011

Asia United Bank

**Duties:**

* Accept cash and cheque deposits
* Fund transfer
* Process foreign exchange
* Process Manager’s check, gift cheques and demand drafts
* Cash withdrawal
* Check encashment
* Verify signature vs signature specimen card

**KEY SKILLS AND COMPETENCIES**

Banking

* familiar with all bank products and services
* maintaining confidentiality when handling customer requests and transation
* ability to create rapport with customers

Customer Service and Satisfaction

* listening attentively to customer complaints and addressing to such matters
* act as a professional in any given situation
* always put a smile in every customer before and after transaction

Personal

* ability to work quickly and effectively
* excellent verbal and written communication in English
* basic Arabic words
* flexible, industrious, team player and can work well with others

### ACADEMIC QUALIFICATION

**Polytechnic University of the Philippines**

*Sta. Mesa, Manila*

***Bachelor in Business Administration Major in Management***

***2005*** - 2009

**PERSONAL INFORMATION**

**Age** : 27 years old

**Sex** : Female

**Date of Birth**  : November 02, 1988

**Civil Status** : Single

**Nationality** : Filipino

**Language**/**Dialect** **Spoken** : English/Tagalog