**STIFFANY**

**STIFFANY.329602@2freemail.com**

Summary

Organized and detail-oriented. Offers speed, accuracy and mathematical skills.
Customer service-oriented with years of advance cash handling experience. Set goals in maintaining high level of accuracy and efficiency when it comes to high quality service.
Eager to exercise knowledge and skills to a position requiring self-reliance, initiative, and
work competence, with potential for advancement, preferably the position depending on my
qualifications.

Highligts

* Excellent Communication &
Presentation skills
* Analytical & Financial Skills
* Effective in interpersonal and
negotiation skills
* International funds transfer process expertise
* Exceptional customer service
* Risk management evaluation
background
* Qualified in commercial servicing
* Strong sense of banking ethics

Experience

**ADMINISTRATIVE ASSISTANT CUM ACCOUNTANT** September 2016 To Present
**AL SARH BUILDING CONTRACTING (LLC)** － UM AL QUWAIN, UAE

* Coordinates and maintains records for staff office space, phones, company credit cards, bank statement and cash flows.
* General Ledger Entry
* Sensitivity to confidential matters
* Assist in resolving any administrative problems
* Strong sense of urgency and problem solving skills
* Prepares report and financial data. Guide and supervise other support staff.
* Creates and modifies various documents, spreadsheets and presentations using Microsoft Office and Microsoft Excel.
* Supports the most senior executives
* Performs general clerical duties including but not limited to: photocopying, faxing, mail distribution and filing.
* Strong verbal and written communication, customer service, and data entry skills
* Receiving and directing visitors, screen calls, managing calendars, and meeting.
* Strong computer and Internet research skills, flexible, excellent interpersonal skills, project coordination experience, and the ability to work well with all levels of internal management and staff, outside clients and vendors
* Maintain office supplies for department

**CASHIER/CUSTOMER SERVICE REPRESENTATIVE** Jan 2014 to September 2016
**ORIENT EXCHANGE COMPANY (LLC)** － Dubai, UAE

* Handle cash / cheque / demand draft transaction with accuracy and efficiency
* FX deals and exposure
* Responsible for clients remittances to other Banks inside and outside country
* Managed all transactions appropriately to ensure the accounts are properly transferred
* Build, establish and maintain relationships with industry peers in order to improve
knowledge and understanding of the market movements specially in FX
* All FX transactions are efficiently executed within internally set limits such as AMLA
process and procedures
* Accuracy in trading transactions
* Clarity of performance expectation and development needs
* Accountable for results
* Responsible for customer service and satisfaction.
* Responsible for all sales activities, from opening to closer of application.
* Educate customers for new promotions.
* Responsible in managing the people in the branch.
* Decision making to run the branch accordingly
* Attending clerical jobs, telephone, fax and email inquiries in a timely manner.
* Comply with company policies and procedures to ensure security of customers.
* Patient and calm upon dealing with clients.
* Build and maintain good company-client relationship.

**BANK TELLER/LOAN PROCESSOR RELIEVER** Jan 2012 to Dec 2013
**1st VALLEY BANK a Development Bank** － Dumaguete City, Philippines

* Handle cash and non-cash deposits and withdrawals
* Balance currency, coins, and cheque at the end of day.
* Counter check all important information such as depositors’ signature and amount in figures.
* Assist and guide clients regarding loan issues
* Educate and prepare new closed loan
* Bank reconciliation experience
* Excellent understanding of back-office (operations) transaction processes
* Follows bank procedures and policies accordingly.
* Performs clerical and administrative duties accordingly and necessarily.
* Sustain good rapport to clients.
* Offer to prospective clients all products and services offered in the bank

**HOTEL RECEPTIONIST/FRONT DESK PERSONNEL** Jan 2009 to Jan 2010
**BETHEL GUEST HOTEL,** － Dumaguete City, Philippines

* Manage customer arrivals and check out requirements.
* Maximize relationship building opportunities and directing them to the appropriate distribution channels
* Follow-up on customer concern and inquiries
* Offer the customers to all product and service.
* Attend to all guest and client's needs
* Responsible for taking customer's inquiries and request over the telephone accordingly.
* Consistent high scores in quality e.g. courtesy, adequate information, talk time.

Education

**BBA**, **Bachelor of Business Administration Management Major** 2008
Silliman University － Dumaguete, Philippines, Philippines

Personal Information

Gender: Female
Nationality: Filipino
Marital Status: Single
Date of Birth: August 9, 1986