

**Jennyfer**

Address: Abu Dhabi, UAE

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**Objective**

To obtain a position that will enable to use my strong organizational skills, educational background and ability to work well with people.

**Skills and Qualification**

• More than 8 years’ experience in Transaction Remittances (International and Domestic Money Transfer)

* Demonstrate proficiencies in telephone and front-desk reception within a high-volume environment.
* Organizing and planning
* Communication and Customer Service
* Flexibility and Adaptability
* Microsoft Office Applications

**Professional Experiences**

**Human Capital Assistant**

**Abu Dhabi UAE**

March 2018 – May 2019

Administrative

* Supports human resources processes by overseeing all facets of Human Capital Department including but not limited to employee & labor relations, time keeping and payroll, recruitment and administrative works
* Books flight tickets and does hotel reservations for Company’s guest
* Performs other tasks as may assigned
* Issues all HR letters as per employee’s request
* Coordinates with other departments and employees regarding HR concerns
* Prepares Termination and Resignation Acceptance as needed

Recruitment

* Conducts initial interviews via phone or face to face with applicants
* Directly coordinates with the concern department line Manager for hiring
* Monitors applicants and conducts resume screening
* Conducts phone interview
* Schedules face to face interview for second level of assessment
* Prepares job offers

On-boarding

* Conducts New Employee Orientation
* Prepares the work stations for the new employee and other office supplies that are needed; Liability form goes along with the supplies
* Collects necessary requirements for visa processing (i.e., passport, photograph, school certificate, etc)

Visa Application/ Renewal

* Prepares all the required documents for application and hands over to Government Relations Department
* Does follow-up of visa status with the PRO
* Communicates to the employee for visa application status

Payroll & Timekeeping

* Monitors the daily attendance of office staff and associates
* Collates attendance of office staff and associates in preparation for payroll
* Prepares hard copies and submit to payroll team for checking and processing

Leave Application & Leave/Final Settlement

* Monitors employee database for number of leaves availed
* Approves leaves applications and submits to Human Capital Manager for final approval
* In case of sick leave, this shall be noted down in the system for proper recording
* For annual leaves and final settlement, required information will be prepared (i.e., joining date, number of days of last vacation availed, basic salary, type of contract, etc) and submit to Finance Department for computation

Employee Relations/ Engagement

* Issues warning letters and terminations letters to violators
* Conducts one on one meeting with the employees once a month to discuss their struggles in the Company and how are we able to help them with such
* Maintains a friendly and healthy working environment

**Receptionist**

**Abu Dhabi UAE**

September 2017 – March 2018

* Greeting and welcoming guests and providing them with a positive first impression of the company.
* Received and assisted clients and escorted them to correct destinations; offices, rooms or meeting rooms.
* Performed general secretarial duties, including assisting in the planning and preparation of meetings – meeting scheduling, appointments, faxing and mailing.
* Taking verbal and written messages and transmitted them to exact person/destination.
* Received and sorted email and electronic deliveries.
* Maintained meeting diary – manually or electronically, as required.
* Accepted letters and packages delivered to the front desk and distributed to appropriate staff.
* Handled general requests for information and data with confidentiality.
* Performed basic customer service functions.
* Coordinating the repair and maintenance of office equipment.
* Maintained a neat, tidy and pleasant appearance of the reception area
* Providing administrative and clerical support

**Teller/Customer Service Officer**

**Abu Dhabi, U.A.E**

September 2011- February 2017

* Provides the best service assistance to customer international and national money transfers.
* Ensure assigned work activities are carried out as per Company policies and procedures.
* Purchase and Sells Foreign Currencies.
* Attend to customer queries, complaints and concerns immediately and facilitate satisfactory resolution
* Processing remittance transactions on Web Based Remittance System such as National Savings Bonds, Ez Remit, Western Union, Bdo, Doha Fast remit, ARY Speed remit, Du bill payments and bank to bank transfers.
* Promotes and Sells Prepaid Cards.
* Diligently following exchange process and policies set with alert attitude on possible fraud. Inform supervisor on duty on fake notes identified and book the same for records and investigation.
* Provides administrative support to Branch Operations, Answer exchange products queries and manage all office correspondence and performs clerical duties.

**Back Office Coordinator/Processor**

**Operations and Communication Department**

Online Internet Banking

* Processing Multi currencies payment through Standard Chartered Bank, Deutche Bank, and ADCB.
* Monitor transaction banking and processing different bank products and provides revenue reports regularly.
* Perform accurate processing of daily remittance transactions and responsible for ensuring all corporate and individual clients were satisfied with exchange services.
* Processing online remittances such as Axis, Indusind, HDFC, ICICI and Bank Negara Indonesia.
* Handles amendments, cancellations, customer inquiries and stop payment request to the bank that’s assures meeting their needs and lead to clients satisfactions.
* Establishes, maintains, and updates files, databases, records, and/or documents; develops and maintains data, and performs routine analysis and calculations in the process of data for recurring internal report.

**Vault Custodian/Cashier/Jewelry Customer Service Associate**

Manila, Philippines

2003-2008

**Vault Keeper/Custodian**

* Ensures Vault Safety(Exhibit confidentiality of all items cash and jewelries etc.) and its arrangement according to its pawn ticket number
* Makes sure that vault premises are restricted to unauthorized personnel.
* Receives and release pledge items after verification. Prepares list of expired pledge articles.
* Receives and releases cash from/to cashier for daily transactions.
* Keeping and maintaining proper records of all files and documents
* Provides training and orientation to new employees
* In charge of the items displayed at the branch.
* In charge of withdrawing cash/ depositing to bank.
* Daily and monthly inventory sales of pawned item such as jewelries, watches and other bulk items.
* Performs such other duties and responsibilities that may be assigned.

**Cashier / Jewelry Customer Service Associate**

* Receive cash from customers and scrutinize genuine from fake currencies.
* Assist and check jewelries types, carat and grams to be pawned by the customers and forwarding to branch manager appraisals.
* Handle customer complaints with regards to sales and service.
* Doing cash count and tallying of all daily transaction.
* Providing customers’ needs by assisting and answering all their queries about products or services and to handle and resolve complaints.
* Updates customer profile or account information. Keep records of transaction updates and maintain databases of information.
* Performs other administrative duties and responsibilities that may be assigned.

**Office Clerk**

**Manila, Philippines**

**2003**

* Dealer Assisting/ Update and orient dealers on different San Miguel Corporation Standards
* Dealer Warehouse Assessment/ Check dealer’s performance base on the standards set by the company.
* Monitoring warehouse performance, Data encoding of sales report, all promo transaction, and monthly and daily operation report.

**Training and Seminars Attended**

BDO Online Transfer (Banco De Oro) 2009

Wire transfer: Deutche Bank, Standard Chartered Bank London Euro and GBP (2009)

Anti –Money Laundering (AML) Conducted by AL Fardan Exchange, Abu Dhabi Uae (2008)

Western Union Conducted by Villarica Pawnshop Inc. Manila Philippines (2007)

Essential Food Safety by Aman Integrated Solutions (2019)

**Education**

**Bachelor of Science in Business Administration**

**B.S Management**

**University of the East (Philippines)**

**1999-2003**

**Personal Information**

Date of Birth : 29 October 1982

Nationality : Filipino

Marital Status : Married

Religion : Christian

Visa Status : Spouse/Husband

**Reference**

**\***Available upon request