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SUMMARY

- Well-qualified and results-oriented Banking Professional.
- Over 10 years of successful experience in positions of increasing responsibilities and duties.
- Very skilled in educating customers on banking products and recommending best options for their different needs.
- Ability to adapt quickly to challenges and changing environment.
- Energetic, positive and self-motivated.
- Able to handle multiple assignments under high pressure and meet tight deadlines.
- Banking products and services.
- FX Trade, Wire transfer and other Remittance services.

SKILLS

Invoicing and collections		Ledger and journal entries
Accounting remittances		Collections duties
Billing statement review		Payment reconciliation
Finance		Data processing
Bank Retail		Customer Service Relations

WORK HISTORY

Consultants Medical Centre - PCR Team

Hamdan Street, Abu Dhabi City, UAE

Accounts Assistant / Invoice clerk

June 2021 up to January 2023

- Processed payments and documents such as invoices, journal vouchers, employee reimbursements and statements.
- Prepared and mailed invoices to customers, processed payments and documented account updates.
- Performed administrative and clerical duties such as word processing, data entry, faxing and copying.
- Communicated and resolved disputes with clients regarding outstanding invoices, payments and adjustments.
- Communicated regularly with customers regarding account questions and issues.
- Communicated with suppliers to reconcile invoice payments.
- Maintained accurate and complete documentation to facilitate accounting and filing functions.
- Applied proper codes to invoices, files and receipts to keep records organized and easily searchable.
- Monitored status of accounts receivable and payable to facilitate prompt processing.
- Organized data into multiple spreadsheets to streamline data.
- Prepared and mailed invoices to customers, processed payments and documented account updates.
- Processed vendor and supplier payments on weekly basis.
- Responded to customer concerns and questions on daily basis.
- Disbursed petty cash by recording entries and verifying documentation.
- Created improved filing system to maintain secure client data.
- Generated financial statements and reports detailing accounts receivable status
- Generated accounts payable reports for management review to aid in financial and business decision making.

- Inserted mail with manual methods and automated equipment for optimal efficiency.
- Trained and mentored new team members and managers on accounts payable systems and policies to build cohesive groups and promote operational performance.
- Managed invoicing and payment processing operations.

Encoder (Team Leader - PCR TEST ON SITE)

December 2020 to June 2021

- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Obtained scanned records and uploaded into database.
- Maintained files, records and chronologies of entry activities.
- Maintained daily production logs of activities and completed work.
- Added documents to file records and created new records to support filing needs.

DELMA EXCHANGE

Hamdan Street, Abu Dhabi City, UAE

Branch Compliance Officer

January 2020 to Nov 2020

- Day to day checking of the transactions vouchers and individual KYC files.
- Segregating the daily transactions vouchers into high value transactions, remittance transactions corporate transactions and exchange house transactions.
- Develop and maintain a compliance record-keeping system.
- Review and release the transactions with proper comments and justifications, if necessary, escalate to higher authority.

Customer Service Officer / Teller / Cashier

March 2019 up to Nov 2020

- Responsible for the efficient and timely processing of customer transactions including cash, electronic fund transfer transaction. High level of customer service and ensure that all policies and procedures are adhered to all times.
- Overall performance for accepting payment and to payout cash, as well as responsibility by inputting the asset, liability and capital in Financial Position to be balance at the end of the day.
- Ensure and maintain high standard customer sales and service as per company policies.
- Responsible to prepare and reconcile the branch's daily, monthly and yearly reports as assigned by the OIC.
- Sale and Purchase foreign currencies at prevailing exchange rate.
- Accept cash for remittances (Express Products and Bank Products).
- Ensure genuineness of currency notes being exchanged.
- Balancing the cash at the end of the day and preparing necessary reports. In case of cash shortage/excess.
- Exercised due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives
- Handled marketing and cross selling of finance products.
- Handles customer inquiry and assistance about company's product and services.
- Deal with customer complaints and take necessary action.
- Maintain good customer service to the clients in order to build-up good relationship and service satisfaction.

HOME COUNTRY EXPERIENCE

PHILIPPINE NATIONAL BANK

Metro Manila - Philippines

- Online Teller (April 2010-June 2012)
- Branch Accounting Assistant (June 2012 - Oct 2012)
- TD New Accounts (Oct 2012-Dec 2017)

EDUCATION

FAR EASTERN UNIVERSITY (F.E.U.)

2006-2010

Nicanor Reyes Street, Sampaloc Manila, Philippines

Bachelor of Science in Commerce Major in

Internal Auditing