

# JEROME PAGUIRIGAN



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## **OBJECTIVE**

Self-motivated and determined employee with 13 years of experience in the field of money exchange service. Seeks a full-time position where I can utilize my skills and knowledge on anti-money laundering, purchasing and selling of currencies, and processing of transactions in accordance with bank policies, procedures, and standards.

## **WORK EXPERIENCE**

### **• AL AHALIA MONEY EXCHANGE BUREAU** **AUGUST 2008 - PRESENT**

#### **CUSTOMER RELATION EXECUTIVE / CASHIER**

- Consistently provides friendly and professional customer interactions.
- Records accurately amounts received, and prepare reports of transactions.
- Execute customer transactions regarding cash, money order, and money exchange.
- Responsible in dealing with foreign currency management.
- Perform sales calls / sales visits to assigned companies to promote the Exchange's services and money transfer facilities.
- Assist and try to resolve customer's problems / assistance requirements
- Responsible for preparing and arranging bank deposits.
- Ensuring that the tills balance up at the end of the day.
- Verify customer's information through checking their identification and other required documents.
- Arranging wage payment system ( WPS ) such salary input, adding a file and disbursement.
- Updating Foreign Currency exchange rates on a daily basis.
- Checking whether the money being accepted is genuine, valid and intact.

#### **MARKETING AGENT**

- Introducing the company and products to different fields of community by distributing flyers, and visiting camp accommodation.
- Preparing marketing campaign materials to promote new product launches and services.
- Engaging with the community through social media method such as Facebook.

- Organizing effectively marketing communications to different sectors of the company.
- Innovating marketing strategies and collaborating with bank representatives to increase prospective clients.

## SKILLS

- Capable of communicating in basic Arabic, and Hindi/Urdu.
- Excellent written and verbal communication skills, problem solving, and leadership skills.
- Demonstrated strong decision making skills when trading foreign currency to clients to ensure profitability.
- Sound knowledge of detecting counterfeit or fraud money
- Exceptional customer/client interaction skills.

## TRAINING AND SEMINARS ATTENDED

- **Cashier Training (Product launch and Services)**  
16th January 2020  
Abu Dhabi, U.A.E.
- **Moneygram Training**  
3<sup>rd</sup> November 2019  
Abu Dhabi, U.A.E.
- **The Anti-Money Laundering Regulations and Due Diligence**  
8th October 2018  
Abu Dhabi, U.A.E.

## EDUCATION

### COMPUTER PROGRAMMING

Catanduanes Institute of Technology Foundation INC  
2000- 2002

## REFERENCES

Available upon request.