

# JOANNA JEAN FORTUNA

Teller - Forex Cashier - Guest Service Agent - Receptionist



## Contact Details

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## Objective

To obtain a job position that utilizes my communication skills and passion for building long term relationships with clients. With proven track record of exceeding targets and a strong understanding of the obligations of my position, I am confident that I can contribute to the growth and success of the company.

## CAREER HIGHLIGHTS

- Has more than 2 years working experience as a Teller in a Foreign Exchange House.
- Has 3 year working experience as a Hotel and Medical Receptionist here in UAE.
- Knowledgeable in conducting Cash, Card and Cheque transactions.
- Strong multitasking and time management skills.
- Strong verbal, written and interpersonal communication skills.
- Computer Literate (Microsoft Word, Excel, Outlook and Email Application).
- Excellent in Customer Service, Cash Handling, Sales and Clerical tasks.
- Able to work collectively with administration and staff
- Trainable, disciplined, can work under pressure, and willing to get along with all sorts of people.

## WORK EXPERIENCE

● **February  
2021 -  
March 2023**

### Teller / Forex Cashier

#### Lulu International Exchange LLC, UAE

- Conducting good quality KYC procedures during customer onboarding.
- Verifying the validity of customer ID's, source of fund and other documents as required due diligence prior to any transaction.
- Purchasing and sale of foreign currencies.
- Processing individual and corporate Remittance Transactions and Bill Payments.
- Managing Corporate Registration, WPS Deposit and Salary Disbursement.
- Adhere to AML/CFT policy under the Central bank Guidelines and Company Policy.
- Managing cash and cheque transactions.
- Provide customers with quotes, orders and current exchange rates.
- Ensure genuineness of currencies.
- Tallying of cash in the system vs physical stock.
- Updating all registers of cash shortage/ excess, discount vouchers, cash movement, staff movement, cash/ cheque deposit and etc.
- Assisting Branch in Charge in relevant office work.

# Profile

## Birthdate

27 January 1995

## Gender

Female

## Residence

Flat 302, Bldg 17, Al  
Khalidiyah, Abu Dhabi

## Nationality

Philippines

## Religion

Christian

## Civil Status

Married

## Language

Tagalog (Native Language),  
English (Fluent),  
Arabic (Basic),  
Hindi (Basic)

# Education

## Bachelor of Science in Business Administration

Central Luzon State  
University:



SY 2011- 2014;  
"Majoring in Human  
Resources  
Development  
Management"  
(Undergraduate)

# References

**HR Department,  
LuLu International  
Exchange LLC**  
+971 4 4504900

**Mr. Hameed Ali  
Nilithimaru,  
Branch Manager, Lulu  
Exchange Fujairah Br**  
+971 56 504 2157

**October  
2019 -  
January  
2021**

## Medical Receptionist

**Al Madar Medical Center Sharjah, UAE**

- Greet and assist patients, determine their needs and direct them to the proper area of the clinic.
- Collect patient information ,insurance details and medical records for recording into company's software system (HealPro).
- Receive and redirect landline calls and respond in a timely manner.
- Arranging Doctor's appointments.
- Collect cash, card and cheque payments.
- Maintain office inventory.
- Emailing, scanning and filling of Medical Records and other documents.
- Perform additional administrative functions.

**June 2018 -  
September  
2019**

## Guest Service Agent / Receptionist

**Golden Tulip Hotel and Apartments Sharjah, UAE**

- Welcome and greet hotel and walk in guests.
- Answer and direct incoming calls.
- Listen and respond to guest queries and request both in person or in phone.
- Complete daily, weekly and monthly reports or other documents requested by the management.
- Up sale health club membership, current offers and other selling items.
- Process guest's payment method (either by cash, card, in-house account/room charge).
- Maintain clear, accurate and up to date records of purchase orders, contracts, staff attendance, request forms, and etc.
- Liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests
- Enforce hotel rules and policies.

# CERTIFICATIONS

## Golden Tulip Hotel Sharjah

Basic Telephone Etiquette  
Customer Service Training  
Telephone Operator Training  
First Aid Training  
Basic Email Etiquette

## LuLu Exchange

Effective Data Quality UAE  
Mastering Cash Handling and Banknotes UAE  
Targeted Financial Sanctions UAE  
Anti Money Laundering, CFT and Fraud Awareness UAE  
National Bonds Training  
Customer Service Excellence  
Effective Email Etiquettes  
Information Security Awareness UAE

