

Rowena Austria Caralos

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JOB OBJECTIVES:

To develop my skills, abilities and be a successful employee who can highly contribute to the productivity of the business; both customers' satisfaction and the company's overall reputation that will also open to opportunities for personal growth and improvement as well.

KEY STRENGTHS:

- Focused in customer satisfaction: Able to deliver effective resolution to customer's issue in a timely manner.
- Teamwork: Able to work collaboratively with a group of people in order to achieve a goal.
- Interpersonal skills: Able to work with different people and at different levels within the organization.
- Adaptability to change: Able to fit in a changed situation or to alter and modify accordingly
- Communication Skill: Willingness to listen and adopt new ideas or to try out alternative approaches.

PROFESSIONAL EXPERIENCE:

Al Bader Exchange Company

P.O.Box 33391, Madinat Zayed St.,

Abu Dhabi United Arab Emirates

May 21, 2012- May 31, 2018

Jan 01, 2019 – Jan 15, 2023

Position	Responsibilities
Counter Clerk Wages Protection Systems (WPS Section)	Consolidates, checks and corrects Salary Information Files (SIF) Uploads Salary Information File and receives all the necessary files to complete salary processing. Handles processing issues and provides best applicable solution for Central Bank rejected files (SIF NACK and RTC) Updates WPS client details in the WPS system Handling the ATM Salary card dispatching to all Al Bader Exchange Branches.
Counter Clerk (Remittance Section)	Attended to customers for all business transactions at the counter Attended to customers making Remittance, telex transfer / electronic transfer, etc. Answered to customer complaints, transaction inquiries, rate inquiries and conversion Provided information regarding new or additional services. Sends tested cancellation and amendment requests

Firenze Café

P.O.Box 41648 Al Nasser St., Abu Dhabi
United Arab Emirates
MARCH 27, 2006- JAN. 14, 2012

Position	Responsibilities
Cashier/Service Crew	Cash handling (cash, down payment and cash cheque receipt and billing) Operate cash registers and credit card machines. Responsible for handling daily cash sales with safety and security. To serve Food & Beverage to the guests in the assigned station Take accurate food and drinks orders, using a POS ordering software, order slips or by memorization.

Lepont Café

P.O.Box 30310 Khalidiya St., Abu Dhabi
United Arab Emirates
April 17, 2004- Sept.2005

Position	Responsibilities
Secretary	Over all in-charge of cash/ cheque collections. Responsible in logistics data entry, documentation and record maintenance. The one dealing with the customer and supplier. Controlled petty cash money. Make local Purchase Order entry.

EDUCATIONAL ATTAINMENT:**Tertiary Level:**

Bachelor of Science in Mathematics
Polytechnic University of the Philippines
Sta. Mesa, Manila Philippines
1995-1997

Pateros National High School
Pateros Metro Manila
1990-1994

PERSONAL INFO:

Civil Status: Single
Nationality: Filipino
Religion: Roman Catholic

TRAINING PROGRAM/ CERTIFICATES:**Al Resalah Consultancies and Training**

Nursing Assistant

Filipino Learning Program Abu Dhabi UAE

Document Controller Management Level 1

**Galaxy Computer Education & Training Institute
Abu Dhabi UAE**

Ms Windows XP, Word 2007, Excel 2007,
Power Point 2007, Access 2007, Outlook
2007

Macro soft Computers & Technology Center
Information Technology**CAL Computer School****Essential Food Safety Training**

I hereby declare that all the above information is true to the best of my knowledge and belief and I assure of my confidence that if given an opportunity I will prove to be an asset of your esteemed organization.

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