



# GIL Jr. LADISLA REFUERZO

Money Exchange  
Cashier

## Contact

**Address**

Sharjah UAE

**Phone**

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## Skills

Cash handling expertise  
Advanced

Savvy Relationship Builder  
Advanced

Goal-oriented  
Advanced

Self-sufficient  
Advanced

Strong money exchange  
Advanced

## PROFILE SUMMARY

Money Exchange Counter Teller/Sales Associate with combined 7 years in a fast-paced customer service environment. Personable and professional under pressure. Possesses strong communication and time management skills. Experienced counter teller and former sales associate with an outstanding background in customer service and sales. A dedicated team player who can be relied upon to help your bank achieve its goals.

## Work History

2020-02 -  
2022-10

### Customer Service Representative/Counter Teller

*Al Rostamani International Exchange, Sharjah*

- Dealing with all types of transaction such as wire transfer both retail and Corporate.
- Accept payments by cash, cheque and vouchers and ensure that the details of all the cheque received are correct and transaction placed on hold.
- Answered customer's questions and provide information on procedures and policies, do cross selling and inform new products and services for new customer as well as existing customers.
- Responsible for carrying out FX transactions on a day-to-day basis in accordance with Central Bank and Anti-Money Laundering guidelines.
- Recommends competitive foreign exchange rates to clients based on market performance.
- Salary disbursement for WPS (Wages Payment System) for employees.
- Issuing Demand Drafts, Identifying and Authorizing large amount of funds
- Extending customer service as well as attending customer complaints and queries.
- Marketing the company's products and services.

2018-04 -  
2020-01

### Money Exchange Counter Teller

*Delma Exchange, Abu Dhabi*

- Sale and Purchase of foreign currencies
- Accept cash for remittances (Xpress Products and Bank Products)
- Accepting credit card payment and prepaid

People oriented

Advanced

Excellent time

Advanced

Management

Advanced

Strong Mathematical skills

Advanced

## Languages

English, Basic

Arabic & Hindi

top-up for Du, Etisalat and mobile providers of other countries.

2013-03 -  
2016-05

### Cashier

UAE Exchange Centre LLC Gayathi, Abu Dhabi

- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensuring all tasks and checks are completed.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Promoting allied product to customers.
- Processed exchange and foreign currency.
- Maintained balancing record with 100% rate accuracy.
- Handled marketing and cross selling of finance products (Xpress Products, WPS payroll, Money exchange, TT etc.)
- Exercised due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives.
- Sending daily report to HR Officer at the end of the day.
- Monitoring and updating cash inside the vault.
- Tallying Western Union and formal voucher daily.
- Assisting customer's need.

## Education

1998-01 -  
2001-01

### Bachelor of Science: Marine Transaction

Asian Institute of Maritime Studies - Pasay City, Philippines