



ANA VICTORIA P. AMORA

About Me

A professional individual with over 8 years of experience working in the financial services industry.

An individual who is willing to be trained for improvement, can work with less supervision, well-organized and a team player with a proven ability to work proactively in a complex and busy environment.

Skills & Abilities

- Numerical Skills
- Cashiering Skills
- Customer Service Skills
- Time Management
- Oral & Written English
- Computer Literate
- Microsoft Office Skills

Contact

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EDUCATION

University of San Jose-Recoletos

Cebu City, Philippines

Bachelor of Library and Information Science

Cum Laude

October 2012

EMPLOYMENT HISTORY

Shaheen Enterprises (Sept 2019–Present)

General Cashier

- Receives and counts working cash at beginning and end of shift.
- Processes payments in cash and in credit card.
- Records all transactions promptly and accurately.
- Performs other duties assigned by the management.

Al Fardan Exchange LLC (Oct. 2016–July 2018)

Service Teller

- Entertains customers for remittances, currency, exchanges, demand drafts/telex transfer and electronics transfer, etc.
- Delivers information to customers about different modes of transactions, rates for different transactions and prices.
- Negotiates and cross-sell with customers company products and additional services such as prepaid and gift cards, bill payments, VAT collection.
- Disseminates information and guidance to customers through excellent customer service to resolve customer queries and achieve customer satisfaction.
- Manages and handles cash/cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Attends training and seminars as required by the management.
- Conveys out smooth and error-free transactions, ensuring that all activities are completed.
- Prepares end of day the report and cash reconciliation.

Palawan Pawnshop (March 2013–July 2016)

Branch Associate

- Balances currencies, coins and checks in cash drawers at ends of shifts, and calculates daily transactions. Works with the marketing team in the Area where we visited different branches daily and sell and introduce products and services of the company to customers. Appraises jewelry to identify its market value based on weight, karat and the gold price rate on the market. Receives mortgage, loan, or public utility bill payments, verifying payment dates and amount due.
- Prepares daily cash flow and monthly cash flow reports.