

NIELYN FUENTES BACHILLER

flat 227 manila building satwa Dubai UAE

0527349660

nielyn_bachiller@yahoo.com

VISA STATUS: TOURIST VISA VALID UNTIL AUGUST 04, 2023



OBJECTIVE:

To be able to obtain an opportunity to enhance my skills and gain experience for further career development.

QUALIFICATION:

- Almost Three years of GCC working experience in sales, customer service, remittance & foreign currency exchange
- Knowledge in preparing purchase orders and petty cash handling
- Goal oriented person, can work under minimum supervision, pro-active/team player with good interpersonal skills
- Computer Literate (Microsoft Word, Excel, PowerPoint & Outlook)

WORKING EXPERIENCE:

FLYING FUTURE SERVICES INC

RCBC PLAZA AYALA AVENUE MAKATI CITY

E-COMMERCE ASSISTANT

AUGUST 06, 2018 – FEBRUARY 28, 2023

Duties and Responsibilities:

- Communicate thru email outlook, italk and RTX.
- Used excel for data file copy paste all information of the customer
- Online transfer, checked all transaction deposit and withdrawal and details of the customer.

ALFALAH EXCHANGE COMPANY/LULU INTERNATIONAL EXCHANGE

ABU DHABI UNITED ARAB EMIRATES

CUSTOMER SERVICE REPRESENTATIVE/FRONT LINER ASSOCIATE/FOREIGN CURRENCY CASHIER

APRIL 07, 2015 – SEPTEMBER 25, 2017

Duties and Responsibilities:

- Excellent customer service
- Address client's walk-in and telephone inquiry

- Ensure clients are well informed in terms of the duration of each transactions
- Process individual transactions efficiently and follow company standard procedure for a smooth flow of business
- Ensure online encoding of transactions are followed
- Promote company promotional offers on client loyalty cards/program
- Make Balance check on cash register before and after shift
- Determine and ensure resolve on client complaints while under company policy and rules.
- Sell and Purchase Foreign Currency/Money Exchange
- Payable Transaction thru LBC,IREMIT,CEBUANA/MLHUILLIER/PALAWAN EXPRESS/ TRANSFAST/ WESTERN UNION/BDO/BPI/LAND BANK/RCBC/PNB/CHINA BANK/SECURITY BANK/METROBANK/EAST WEST BANK/ASIA UNITED BANK/PS BANK/UCPB.
- Encashment Transaction/Receivable transaction thru Western Union, Instant Cash and Xpress Money.
- Acceptance Wages Protection System (WPS)
- Used Systematic Exchange System (SYMEX)/ Your Own Money System (YOM)

Administrative:

- *Handles office petty cash*
- *Administers and respond to office e-mails (orders and queries) accordingly . Visiting card and stationery requests*
- *Operations:*
- *Keep track on sales demand and create guidelines on product line calendar . Performs cash and inventory count*
- *Sales & Customer Service:*
- *Handle phone and email inquiries*

LBC EXPRESS INC.

CUSTOMER ASSOCIATE/CASHIER/CASH CUSTODIAN

JUNE 01, 2010 – JANUARY 10, 2015

Duties and Responsibilities:

- Maintaining the high standard of Customer Service at all times.
- Manage the Petty Cash Fund and Preparing the Daily Sales Report.
- Etiquette Answering the phone & E-mail communication
- Remittances/Courier Acceptance
- Bills Acceptance thru Bayad Center/Point of Sales System (Cash/Check Payment)
- Used Point of Sales System (POS)

ON THE JOB TRAINING:

SOCIAL SECURITY SYSTEM

Encoder/Clerk/Customer Service/Receptionist

GOLDRICH BLDG., AGUINALDO HIGHWAY, MALUMOT, BACOR, CAVITE JUNE

22 – NOVEMBER 26, 2009

Duties and Responsibilities:

- Encoding and filling reports, answer the inquiry of the customer thru telephone and email.
- Assist the customer to fill up the forms needed like maternity/calamity/salary loan and also membership form SSS and all they need.
- Maintain the high standard and high quality of customer service.

EDUCATIONAL ATTAINMENT:

TERTIARY

**National College of Science & Technology
Amafel Building, Aguinaldo Highway,
Dasmariñas, Cavite 4114
Bachelor of Science in Computer Science
October 2005 – March 2010**

PERSONAL INFORMATION:

Date of Birth: March 21, 1986
Civil Status: Single
Religion: **IGLESIA NI CRISTO**
Height: 155 CM
Weight: 53 kgs