
ROBERTO JR SALANTES AGUSTIN

Al Satwa, Dubai, United Arab Emirates

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with valid UAE driving license



OBJECTIVES

To occupy a position that commensurate based on my experience as an efficient and effective cashier, senior foreign currency cashier, branch compliance officer, branch accounting officer, exclusive supervisor managing the branch based on the standard operational processes and procedures towards goal to achieve the set objectives.

Qualifications

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Educational Attainment

BCO Branch Compliance Officer – UAE Exchange supervisor compliance officer

BCA Branch Accounting Officer – UAE Exchange supervisor accounts officer

Customer Service Excellence Awards – UAE Exchange service excellence award based on performance and competitiveness.

Senior Foreign Currency Officer – excellent branch main cashier.

Marketing Coordinator - facilitate Philippine Corridor remittances and assist all bank representatives as well as the Ventaja Team.

DATA ENCODER – certified by TESDA Philippines (Technical Education Skills Development Authority NCII)

Train the Trainor Program – certification on AMA Education System Philippines Networking Academy

Bachelor of Science in Computer Science (1996-2000)
Mariano Marcos State University, City of Batac, Ilocos Norte
Philippines

Master in Business Administration – (2006-2009)
Divine Word College of Laoag, Laoag City, Ilocos Norte
Philippines

**Work
Experience**

Exclusive Supervisor

- Ensures that the standard operational processes and procedures are properly implemented as per company policy.
- Set an action plan to achieve the monthly to achieve the given yearly target.
- Plan effective scheduling and lead the team diligently making it sure that the plan are on the correct track.
- Support and carry branch manager instructions as to the monitoring and proper implementation of processes and procedures especially compliance aspects and branch accounting matters.
- Reward staff top performers and proper decision making to balance a healthy environment among staffs.
- Share daily accomplishment to the team and accomplish day end report to higher management.
- Accomplish daily branch closing report and checklist
- Monitor the availability of operational materials and stationaries, cash management, branch maintenance and security.
- Coordinate with marketing team to augment remittance counts especially on pick days. This also included connection towards bank representatives and other allied products.
- Build strong communication for corporate customers for customer retention and augment FC income from relative prospective.
- Establish well-balanced staff workforce and healthy collaborations ranging from 15-30 staffs with different nationalities.
- Prepare WPS for the requiring company, process, and monitor the release of salary as these are the leads for remittance counts.
- Lead and show appreciation to all staff achievement and status of the branch as needed to perform collaborative approach in achieving daily targets as month to date and year to date.
- Lead customer centricity approach, monitor turn-around time, and eye to help in any case with equal supervision.
- Establishing marketing strategy for all staff so they can bring new customer as well customer retention approach.
- Conduct relatively information technology based marketing as well as traditional marketing approach to cater all customers for all corridors.
- Request bank representative branch visit during rush days to add remittance counts and be able to cater the needs of the customers.
- Conduct branch meeting to educate staff regarding AML Compliance, best practices for customer service, acknowledge staff performance and update branch standings towards objectives.

(continuation)

Branch Compliance Officer - BCO

- Responsible for the execution and implementation of the regulations issued by the Central Bank of UAE and in-house anti-money laundering policy and procedures.
- Responsible for monitoring day-to-day transactions of the branch for any unusual/structured/suspicious/ blacklisted ones and report to the Head – AML Compliance (UAE) at the head office thru STR report.
- Educate the staff on “Know Your Customer” procedures.
- Perform more extensive, due diligence for higher risk amounts/customers and include proactive monitoring for suspicious activities.
- Take instructions from the Head – AML Compliance (UAE) and report all matters regarding AML Compliance.
- Responsible for the safe keeping of the relevant documents of the branch.
- Responsible for the archiving of all related files and when required, be able to retrieve files from the archives for preceding five years.
- Time to time, upon enquiry with regards to compliance, all records shall be submitted for examination and assessment.
- Efficient CDD and EDD as per manual of operations processes and procedures.
- Checking customer registration correctness, calling customer for necessary information updates.
- Verification of records for record keeping ready for the logistics in a monthly basis and or as needed.
- Monitor high value transactions, integrity and verify its nature of purpose as well as if any U-turn is happening thru its final destination.
- Register for onboarding corporate customers and conduct Risk-Assessment Report on a yearly basis including corporate visit twice a year and or as needed.

Branch Accounting Officer - BAO

- Time-to-time monitoring of cheques transaction status and clearing process.
- Ensure to release all cheque transaction end of the day.
- Update all branch expenses towards back office system BOS and monitor cash flow movement and establish balanced report end of the day.
- Responsible of recovering cash short and excess are tallied day to day basis.
- Daily reconciliation of branch accounting end of the day closing report for a swift monthly and yearly report for the branch book of accounting.
- Monitor cash flow of the branch, forecast fund for next day operation and funding of foreign currencies to avoid loss based from the online market trends.

- Monitor all cash flows for all cashiers especially the main cashier to facilitate excellent operations and closing procedure end of the day.
- Perform managers checklist of the day as instructed and generate reports end of the day.

Foreign Exchange Cashier

Performs cashiering diligently without any room for mistakes with high intelligence of numbers able to identify and forecast rates on purchasing and selling in order to gain profit after funding.

Regional Mystery Shopper Officer

Perform mystery shopping and food chains, car distributor, banks and financial institution and submit reports relatively on area and vicinity, employees manners and service, time, standard operational procedures, marketing approach that tends to repeat customer business and customer satisfaction.

E-Commerce and Information Technology Professor - college professor in AMA Education System and Northwestern University Philippines.

<div>Personal Information</div>	Name Birthday Birth place Passport Expiry date Driving license Work status	Roberto Jr Salantes Agustin 03 September 1979 City of Batac, Ilocos Norte, Philippines P5172015B 05 May 2030 2409296 UAE Exchange stopped on management issue. Position : Supervisor (Associates)	
	Mr. Bal Raj	Senior Supervisor Fujairah, United Arab Emirates	
	Mr Prabish PB	055 6083 565 Former Branch Manager Satwa Branch Dubai, U.A.E. 055 5089 321	
	Mr Bernabe Perez	BranchSupervisor Dubai Mall 055 6101 476	
	Mr Sibi Thomas	Branch Supervisor Ruwais Adnoc branch 050 2419 564	
	References		

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Roberto Jr Salantes Agustin
Applicant