



## CONTACT

**Mobile No:**

**+971 54 427 3798**

**EMAIL:**

**hannahgutierrez09131985@gmail.com**

## PROFESSIONAL SKILLS

- Excellent cash handling
- Rapid data entry skills
- Analytical and problem-solving
- Adaptability and eager to learn
- Leadership and excellent time management skills
- Cheerful and competitive
- Microsoft Office
- Retail software
- Social Media
- POS System Expert
- Credit Card processing
- APoD System Expert
- Proficient in English, Tagalog and Hiligaynon
- Good teamwork and people smart
- Accustomed to working in a fast paced environment with the ability to think quickly and successfully
- Excellent interpersonal Skills and ability to collaborate well with others

# HANNAH APLAON GUTIERREZ

Al, Satwa, Dubai, UAE

## PERSONAL SUMMARY

Teller/Cashier/Customer Service Executive with over 15 years of experience of providing excellent customer service, maintaining cash transactions and keeping customers satisfaction by providing professional and effective service.

## WORK EXPERIENCE

### CUSTOMER SERVICE EXECUTIVE

Sharaf Exchange LLC, Dubai, UAE

Duration: Sep 04, 2019 to till present

- Administers financial transactions such as currencies, deposits, withdrawals, payments, currency buying and selling. Wages Protection System (WPS) registration, adhering to the UAE Central Bank guidelines.
- Handles and process information required for the provision of services, such as opening accounts, corporate account documentation, KYC, VAT payments and other related services.
- Monitors vaults to ensure cash balances are supplied properly to meet daily needs.
- Receives and verifies daily inventories of cash. telegraphic transfers, cheques, online bank transfers.
- Maintains and organized transactions done in the daily operations of the business and record them in their respective accounts.
- Provides financial product information by giving customers or clients information about financial products. foreign currency regulations or other types of financial data.
- Buying and selling foreign currencies on the foreign exchange market.
- Perform clerical duties, maintains mail correspondence and arranges work schedules.

### CUSTOMER SERVICE PROFESSIONAL

Mainstream Business Inc. (The SM Store Bacolod)

Philippines

Duration: Nov 20, 2006 to April 20, 2019

- Transact/Record merchandise return transactions in POS machine to generate Sales Return Voucher.
- Transact the SM Advantage / Prestige / Global Pinoy card via APoD system.
- Give products and services feedback for endorsement to the concerned department.
- Receive cash / check payments, issue receipt; conduct cross-selling, as necessary.
- Conduct cash & amp; inventory count, prepare report for treasury.

## EDUCATIONAL QUALIFICATION

- **Bachelor of Science in Business Administration**

Major in Entrepreneurship  
Bacolod City College June 2002 –  
April 2006

## LANGUAGE KNOWN

- English
- Tagalog

- Verify authenticity of cards and tenders presented by the customer by checking its security features.
- Replenish cash fund from Treasury, check completeness of loose change, cashiering forms / documents and other supplies at the counter.
- Explain to the customer the process of selection of items in the wish list using the prescribed Gift Registry checklist for wedding, baptism etc.
- Push Gift Registry service by actively approaching customers in the floor / area and offer the service. Do follow ups from the previous customers on registration for succeeding occasions.
- Safely keep and turn-over sales proceeds and other tenders / accountable forms to Branch treasury and Branch accounting respectively at the end of the day. Receive both Internal / External customer, and page through PA system.

## TRAININGS & AWARDS

- **Employee of The Month**

The SM Store Bacolod  
June & December 2018

- **Top Sales Associate**

3rd Highest Number of Endorsed Mastercard product Staff-  
Getmember Program BDO Mastercard Partner – SM Whole year  
2013 BDO / The SM Store Bacolod

- **Participant**, Personality Enhancement Program- July 2010
- **Participant**, UAE Central Bank Compliance Training
- **Participant**, Counterfeit Money & Fake Note Prevention Training
- **Participant**, Anti-Money Laundering Act Training
- **Participant**, Fraud Prevention, Detection & Investigation Training

## REFERENCE

- Available upon Request

## DECLARATION

I hereby declare that the particulars furnished in my vitae are the true corrected to the best of my knowledge.

**HANNAH APLAON GUTIERREZ**