



GRACE ANN S. QUERIONES

CONTACTS

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- 📍 Abu Dhabi, United Arab Emirates

PROFESSIONAL SUMMARY

A highly goal-oriented individual with two (2) years experience in Finance/Banking and three (3) years of trusted cash-handling experience with four (4) years of extensive experience in providing excellent customer service through accurate customer transaction. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast-paced environment.

SKILLS

- Attention to details
- Computer Literacy
- Proficient in Microsoft
- Interpersonal Skills
- Flexibility
- Sense of Urgency

CORE COMPETENCIES

- Leadership
- Customer Service
- Innovativeness
- Business Acumen
- Communication

JOB SPECIFIC COMPETENCIES

- Inventory Management
- Cashiering Skills
- Basic Appraising Skills
- Sales and Marketing

EDUCATION

Bachelor of Science in Tourism Management
Urdaneta City University
2013-2017

LANGUAGES

English | Tagalog

PROFESSIONAL EXPERIENCE

BRANCH PERSONNEL | CASHIER/TELLER

Cebuana Lhuillier | March 29, 2021 – August 31, 2023

- responsible in processing all the client transactions such as local and international remittance (sending and corporate payout), pawning, bills payment, deposits and withdrawals, e-load, and other financial services and products in the system.
- handle the cash fund of the branch - receives, releases, recording and ensures security of the branch's cash fund kept in the drawer. Reviews the daily transactions and conducts daily cash count to ascertain that cash fund is intact.
- cross sell product and services such as life insurance and debit card microsavings account.
- attends to all client's inquiries and concerns and provides clerical/administrative support to all branch personnel.
- accurately maintains record of each transaction and ensures all Customer Information Sheet (CIS) are in place and within AML compliance.

BEAUTY ADVISOR | SALES ASSOCIATE

Cosmetix Unlimited Inc. | June 2018 – December 2019

- identify customer needs and recommend cosmetics and skin care products based on their preference; cross-sell beauty products, when appropriate.
- ensure proper presentation of products, explain and demonstrate to customers how to use it.

CHECKER | CASHIER

Baguio Country Club Corporation | July 2017 – January 2018

- process customer orders through POS and customer discounts for Senior Citizen, PWDs. handle cash, credit or check transactions with customers; keep reports of transactions.
- issue correct change, receipts, or the customer copy of the transaction.

CEBUANA LHULLIER ACADEMY CERTIFICATES

- Anti-Money Laundering Act of 2001 | May 2023
- Branch Operations Training | April 2023
- Introduction to Risk Appetite | January 2023
- Data Privacy Awareness | October 2022
- Introductory to Enterprise Risk Management | October 2022
- Basic Client Service Workshop | October 2021
- Basic Fraud Awareness Training | September 2021
- Elements of Risk Management Process | September 2021

PHILIPPINE RED CROSS CERTIFICATE

- Occupational First Aid & CPR with AED Training | June 2022

ON-THE-JOB TRAINING

- Baguio City Tourism Office and Special Events Division
Administrative Assistant | 200 Hours | February - March 2017
- Summit Ridge Hotel Tagaytay
Housekeeping | 200 Hours | April - May 2016
- Pangasinan Tourism and Cultural Affairs Office
Administrative Assistant | 200 Hours | April - May 2015