



MAYOLYN RAMOS

Cash Desk Clerk cum Administrative Assistant

Possesses a bachelor's degree in Information Technology, with a vast of experience providing excellent customer service; handling daily accounts and processing transaction.

Aim to force my knowledge and experience to be a highquality, efficient and effective member in your company

To be part of your company wherein I can utilize my skills, capabilities and enriched my knowledge in any field of my specialization. Also, to satisfy the company's demand and expectations for the growth of the industry.

PROFESSIONAL EXPERIENCE

Cash Desk Clerk Horizon Exchange Dubai, UAE	2017- Present
Sr. Travel Consultant Aerospace Tourism LLC Dubai, UAE	2016-2017
Front Line Assistant Western Union Batangas, Philippines	2009-2015
Admin Assistant SM Appliance Center Batangas Philippines	2008-2009
General Affairs Staff Fujihiro Philippines Inc. SEPZ Cavite, Philippines	2006-2008
Customer Solutions Officer Sun Cellular Batangas, Philippines	2005-2006

CERTIFICATION

Anti-money Laundering – June 2018
Fraud and Counterfeiting – February 2019

SKILLS

MS Office
Basic Accounting
Amadeus Software (Flight Ticketing)
Symex Software
Customer Relation
Cash/Branch Liquidity Management techniques
Strong Communication Skills

EDUCATION

BS Information Technology, Batangas State University, Philippines

PERSONAL DETAILS

Address.	Jafiliya, Dubai UAE
Mobile No.	00 971 55 375 4565
Email Address.	maice09@gmail.com
DOB.	09 May 1984
Gender.	Female
Status.	Single
Nationality.	Filipino
Visa Status.	Residence Visa

JOB DESCRIPTION

HORIZON EXCHANGE 2017 - Present

- Handles safekeeping of branch cash funds by seeing to it that cash is secured and the actual cash on hand tallies with the accountability.
- Releases/receives cash proceeds of pledges and encodes the same into the system.
- Operate SYMEX/SMARTX cash register, handling 95 transactions on average daily, and count money in cash drawers to ensure the amount is correct.
- Handles of western union transaction and foreign currency.
- Performs other duties/tasks that may be assigned from time to time
- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed.
- Collect cash from customers at any services or transactions made.
- Always follow KYC procedure before making any transactions. Verified all the documents present by customers like emirates ID and passport.
- Comply always to AML policies and procedure as well as company rules and regulations.
- Maintain all files like official receipt and other documents in order to track easily whenever its needed.

AEROSPACE TOURISM LLC 2016 – 2017 (1 year)

- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation. • Collecting and processing payments. Advising clients on travel arrangements, e.g. visas and passports
- Prepare UAE/OMAN Visa application.
- Check airline ticket prices using AMADEUS. Sending out tickets to clients
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Dealing with phone and email inquiries regarding visa application, airline promotions and tour packages. As well as complaints or refunds & keeping clients up to date with any changes
- Supply travellers with pertinent information and useful travel/holiday material (guides, maps, event programs etc)

WESTERN UNION 2009-2015 (6 years)

- Ensures accuracy of every transactions of Western Union (Pay-out and Send-out)
- Responsible WESU Policies and procedures implementation & clients Database Updates – CRM & promotion of Company Added Value Products. Ensures implementation of any WESU or PETNET company promotion for walk-in clients
- Prepares Daily Reports, cash turn-over & cash Handling and Balancing & Monitors TRMF and TSMF supplies (Forms)
- Responsible of branch supplies and inventory of supplies within department
- Maintains client harmonious relationship & in charge of customer area cleanliness
- Make sure always updated of memos especially regarding operational procedures
- Prepares transaction summary and cash turnover report and other branch reports to AVP & Accounting. Dept
- Process Booking for different airlines and Hotel Reservations (Domestic or International Flights)
- Process / Accepting payment for different kind of bills like Electric Bills Telephone Bills Water Bills Internet Bills and etc.
- Monitoring the attendance of the employees including leaves for payroll purposes.

SM APPLIANCE CENTER 2008-2009 (1 year)

- Perform administrative task including but not limited to filing, providing verification of employments, maintaining forms and other documents for processing.
- Provide administrative support to HR Department in order to ensure efficient function in store operation.
- In-charge in monitoring of daily attendance of direct hired employees and under agency employees.
- Discuss issues and conflicts in the store operation.
- Overseeing all employees following the rules and regulation of the company
- Conduct orientation to newly hired employees.
- Process the payment of all government permit.
- Maintains supplies inventory by checking the stock to determine the inventory level, and placing order of supplies.
- Conduct interview and screening the applicants
- Inspects and validate the pre-employment requirements of applicants
- Assisting customer to an end-to-end order transaction
- Handling delivery order transaction
- Helping customer's concern regarding to his/her purchased item

FUJIHIRO PHILIPPINES INC. 2006-2008 (2 years)

- Monitoring the attendance of the employees including leaves for payroll attendance for Accounting Department
- Motor pool Activities (Scheduling the pick – ups and deliveries of the Company)
- Record & processing the SSS, Philhealth, Pag -ibig and other related concerns and benefits within the Company.
- Handling Hiring for New Employee.
- Interface with internal employees regarding general affairs and administrative support functions
- Ensure overall security of the company's properties, employees and interests.
- Performs administrative and clerical duties, such as opening and distributing mail, filing, data entry and the preparation of letters and documents
- Maintaining and update organizational legal documents
- Updating and implementing all necessary policies and improving policies and procedures related to human resources, as needed

SUN CELLULAR 2005-2006 (1 year)

- Promotes Sun products and services to subscribers and potential clients by highlighting the benefits and advantages of the same to help them better appreciate Sun's competitive advantage.
- Guides potential clients to meet the necessary requirements based on set credit parameters for processing.
- Sets-up and operates sales blitz booths and other projects that may be required.
- Performs other duties and tasks as may be assigned by the Business Centre Manager/Supervisor from time to time. This may include tasks such as administrative work, merchandising assignments and other work needed to support the Business Centre's operations
- Handle customers complain and find solutions and keep the record up to date