

Areas of Expertise

**Banking & Finance Administration*

**Remittances Local and International*

**Business Administration*

**Jewelries (Golds & Diamonds) appraiser*

Personal Skills

Pro Active

Multi-Tasker

Fast Learner

Honest

Open Minded

Customer Service expert

NORILYN ANGARA ELLANO

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Status Visa: Visit Visa



Career Objectives:

- To apply for a position that will fully utilize my skills, talents and develop my character as a person.
- To be an effective individual in the promotion of integrated person, responsible citizen and mature Christian towards the community.

Qualification: Tertiary

**Wesleyan University Philippines
BS Business Administration
Major in Financial Management
Maria Aurora, Aurora
Graduate 2017**

Secondary

**Ramada National High School
Brgy. Ramada, Aurora
Graduate 2013**

Elementary

**Maria Aurora Central School
Maria Aurora, Aurora
Graduate 2009**

SUMMARY OF EXPERIENCE:

I bring five years of dedicated and proven expertise in bank remittance operations, consistently contributing to the efficiency, accuracy, and customer satisfaction of financial institutions. My career journey has equipped me with a deep understanding of international and domestic money transfer processes, compliance regulations, and a strong commitment to delivering exceptional service. I am skilled in leveraging cutting-edge technology, fostering interdepartmental collaboration, and adapting swiftly to industry changes. My experience is a testament to my ability to manage high-volume transactions with precision.

Trainings and Seminar

- ❖ **Basic Gold Appraisal training/seminar**
Held on July 2019 @ Cabanatuan City,
Nueva Ecija, Philippines
- ❖ **Anti Money Laundering Act (AMLA)**
Held on March 2019 Cabanatuan City,
Nueva Ecija, Philippines
- ❖ **Diamond Basic Appraisal**
Held on July 2021 Cabanatuan City,
Nueva Ecija, Philippines
- ❖ **Car loan and Home loan Appraisal**
Held on November 2022 @ Cabanatuan
City, Nueva Ecija, Philippines

Work Experience:



M Lhuillier Financial Services
Branch Staff / Teller
Maria Aurora - Branch
June 2018 to June 2019

Duties & Responsibilities:

- Responsible in processing all the transactions of the clients.
- Attends to all client's inquiries and concerns.
- Responsible for monitoring the movement of items in and out of the vault as well as ensuring the safety of all items.
- Handles sale, recording and reporting of non-pawnshop product



M Lhuillier Financial Services
Assistant Branch Manager
Baler Aurora - Branch
May 2019- April 2022

Duties & Responsibilities:

- Check and approve outward remittance transactions submitted via various channels within required service standard.
- Coordinate with branches and departments in resolving daily operational issues.
- Liaise with clients for problem solving if any.
- Prepare daily and monthly reporting in relation to AML issues and case incidents.
- Report irregularities to Manager and Department Head timely
- Assist managers in process improvement / re-engineering of current workflow.
- Assist managers to ensure good communication and high teamwork spirits within department.
- Assist to provide training and coaching to subordinates.
- Perform other duties assigned by managers or Department Head from time to time.
- Participate in user acceptance tests or system enhancement projects in relation to Remittance.
- Perform administrative works and regular or ad hoc reporting timely for department head.
- Perform procedure manual update by reflecting update operations and procedures from time to time.



M Lhuillier Financial Services
Branch Manager

Dipaculao Aurora - Branch
May 2022-Aug 2023

Duties & Responsibilities:

- Maintaining records of transactions for accounting purposes
- Processing wire transfers between banks, including initiating outgoing transfers and confirming incoming transfers.
- Verifying that all required documentation has been completed for each transaction.
- Initiating refunds to customers who have requested them for incorrect or faulty transactions.
- Reviewing reports of transactions for potential fraud or other irregularities
- Providing customer service to clients by answering questions about account balances, processing withdrawals and deposits, and providing information about fees and interest rates
- Reconciling accounts to ensure they agree with the bank's records
- Processing checks and other payments to recipients in another country, often through an international wire transfer service
- Maintaining records of accounts for customers, including transaction histories and balance

Personal Data:

Birth date:	August 8 1996
Status:	Single
Sex:	Female
Citizenship:	Filipino
Languages:	Tagalog, English
Religion:	Christian
Height:	5'1
Weight:	48 kg