



SHIELA MARIE AWA NAKILA

TELLER / CUSTOMER SERVICE

CONTACT

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38 Al Muraqqabat St.
Deira Dubai, UAE

EDUCATION

March 2010

University of Cebu

Lapu-Lapu & Mandaue

Branch

Bachelor of Science in
Commerce Major in Business
Management
Cebu Philippines

SKILLS

- Knowledgeable of Liveex, Symex Online, and Casmex System
- Customer Service Oriented
- Cash Handling Experience
- Basic Math and Computer Skills
- Time Management
- Team Player

Experienced customer service professional who has worked in many facets of the service industry looking to apply my 8+ years of expertise in delivering exceptional customer service and accurate money-handling to an established, customer-centric business.

EXPERIENCE

Maria Aljazeera It Solutions Est

February 2022 till present

Cashier/Follow Up Clerk/ Customer Service

- Handle company accounts.
- Manage company files /documents like visa applications, labor cards, trade licenses, etc. so they remain updated and easily accessible
- Arrange, organize, and schedule meetings.
- Running errands and making deliveries around the office or to external parties.
- Monitoring office inventory and ordering supplies
- Undertake basic bookkeeping tasks and issue invoices, checks, etc.
- Manage all office operations daily and other organization procedures.
- Audit financial transactions and documents.
- Comply with financial policies and regulations.

Mawarid Exchange

November 2019 - October 2021

Front Line Associate

- Greeting customers coming inside the branch.
- Responsible for the processing of all transactions efficiently.
- Deals with customer's inquiries in a timely manner.
- Follow up on pending transactions and escalate to branch supervisor/manager when needed.

PERSONAL INFO

- Age: 39
- Gender : Female
- Date of Birth : May 30, 1984
- Place of Birth : Cebu Maternity Hospital, Cebu City
- Civil Status : Single
- Nationality : Filipino
- Religion : Roman Catholic
- Languages : English and Filipino

REFERENCE

Ms. Ann Christine Celis

HR Officer

Mabeaat - Hadaf Al Khaleej

Commercial Services L.L.C

Mobile Number: +971544367003

Ms. Jasmin D. Hamo-ay

HR Manager

Maria Aljazeera It Solutions Est.

Mobile Number: +971 56 903 7258

- Make sure enough cash is maintained with the cashier and in the branch to make payout transactions.
- Ensuring that all transactions are performed in accordance with the company's compliance rules.
- Purchase and sale of foreign currency.
- Reconcile all end-of-day transactions prior to leaving the branch to ensure that all cash receipts are in order with business transactions.
- Always check the cash against the actual transaction at the end of the day.

Alneel Exchange

August 2014 - August 2019

Branch Cashier

- Greet customers as they arrive at the exchange and provide them with information regarding products and/or services.
- Make inward and outward remittances.
- Sell and purchase foreign currency.
- Handle daily cash transactions.
- Receive payment and issue a corresponding receipt.
- Check daily cash accounts.
- Guide and answer customer queries.
- Respond to customer complaints and take necessary actions to resolve the issue/s.
- Process transaction cancellations and refunds.
- Ensure that all counters have enough cash.
- Provide training and assistance to newly joined cashiers.
- Sort and count currency and coins.
- Count and balance cash and currency at the beginning and end of each shift and print daily reports.
- Keep the work area tidy and clean.
- Implementing an effective legal compliance program in the company.
- Assess branch activities in accordance with the company compliance standards.
- Check necessary document/s related to the transaction.
- Sending daily reports to the compliance head by email.
- Monitoring inward and outward transactions.
- Keeping important documents needed in the branch.
- Sorting and filing daily vouchers and sending them to the head office branch every end of the month.