



CHRISTIAN JHON ARANDIA IBANEZ

DEIRA, DUBAI UAE +971-563561240

xtianzarandia@gmail.com

Professional summary

- Customer base
- Can work with minimum supervision concerning meeting, deadlines and reliability
- Excellent organizational skills and ability to prioritize workload,
- Attention to detail and precision
- Proficient at building positive relationships with new and existing customers by offering superior customer service.

Skills

- Customer satisfaction
- Customer service
- Self-motivated
- Employee relations
- Motivated team player

Work history

September 2017 to October 2023

Emirates India International Exchange, Dubai

WPS Specialist/Customer Service

Officer (CSO)

Duties:

- Promoting WPS for the customer doing business inside the country, updating and assisting them in timely manner.
- Creating WPS registration as well employee registration and salary deposit of the company.
- Updating and informing WPS customer and helping them for labour issues and CBUAE issues.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds. Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Inform customers about foreign currency regulations, and compute transaction fees for currency exchanges.
- Quote unit exchange rates, following daily international rate sheets or computer displays.
- Resolve problems or discrepancies concerning customers' accounts.
- Provided prompt, accurate, and respectful support to users, employing high degree of customer-service skill and technical expertise while ensuring customer satisfaction.

April 2014 to June 2017

Global Team Interior Décor and Building Maintenance

LLC.

Client Service Coordinator/Document Controller

Duties:

- Provide assistance to clients in person, on email, or telephonically
- Answer incoming calls and respond to customer inquiries in a courteous manner within scope of knowledge and authority and refer to appropriate department.
- Schedule meetings or telephone conference between the clients and management.
- Make preliminary assessment of important documents, reports, and other materials.
- Manage inventory of office supplies and assist in organizing office activities.
- Handle incoming and outgoing transactions.

Personal information_____

Nationality	:	Filipino
Visa status	:	Residence
Availability	:	Immediately

Academic qualification_____

2003- 2006	INFORMATION TECHNOLOGY
	AMA Computer College of Manila Philippines

I hereby declared that the above information provided is true and correct to the best of my knowledge and belief.

Christian Jhon A. Ibanez