

DENNIS EDEJER GONZALES

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Abu Dhabi, United Arab Emirates

SENIOR EXECUTIVE



OBJECTIVE

Successfully obtain a position working within the IT or business industry that allows me to focus on continuous improvement and offers career development. Result-oriented, adaptable, self-motivated, and multilingual customer service professional with good multitasking experience. An avid learner and a strong team player, with competitive oral and written communication skills.

SUMMARY

Versatile and enterprising with the ability to seamlessly blend into different roles to help achieve the organizational goals. Recognized consistently for performance excellence and contributions to success of teams. Strengths in Process Streamlining backed by knowledge of Microsoft Excel. A team player with fourteen years of experience in back-office operations, customer and technical support, and counter staff as well.

SKILLS

- Excellent written and verbal communication skills
- Problem Assessment and Trouble Shooting
- Customer Service
- Technical Support
- Organizational Skills
- Agility
- Adaptability
- Attention to detail
- Active listening
- Multi-tasking
- High productive in a fast-paced work environment
- Strong team player
- Product Knowledge
- MS Office Skills (Word/Excel/PowerPoint etc.) etc.)
- Programming Language Skills (Visual Basic, HTML, C, Pascal etc.)

EDUCATION

Bachelor of Science in Computer Science
Systems Technology Institute (STI College), Manila, Philippines
June 1999 – March 2003

PERSONAL INFORMATION

- Nationality : Filipino
- Language Known : English, Arabic & Hindi
- UAE Driving License : Yes/Valid through December 2024
- Availability to join : Immediately
- Local Address : Hamdan Street, Abu Dhabi, UAE
- Employment Visa : Yes/Valid through November 2023

EXPERIENCE

Xpress Money Services Ltd – One of the leading Global Money Transfer Service companies in the world.

Senior Executive – IT/Digital Certification & Schedule Services / Local Processing Unit / Customer Support

Global Operations & Service Quality, UAE *February 2009 - Present*

Responsibilities

- Ensuring the smooth run of the support operations and error-free completion of product cycles.
- Handling and solving inquiries with regards to Xpress Money system.
- Securing the Xpress Money transactions
- Certifying all PC's of all the Xpress Money agents including all the branches of UAE Exchange all over the world by downloading and installing the Digital certificate over the web by using WebEx and Teams application.
- Accessing, diagnosing and solving remote desktops and laptops by using WebEx application.
- Windows and systems administrator
- Technical support
- Providing instant remote support to all Xpress Money agents including all the branches of UAE Exchange all over the world.
- Support and troubleshoot onsite and remote desktops, laptops and systems
- Support and troubleshoot Xpress Money system
- Onsite and remotely configure and setup systems
- Managing and monitoring remote laptops, desktops and systems
- Securing network access
- Approving Digital Certificate request using Certificate Administration which is a web based.
- Dealing with customers of different nationalities and providing the best of services and solutions.
- Answering calls and emails of all Xpress Money agents around the world.
- Maintenance of other assets including fixed and non-fixed including the branch, computer and systems.
- Creation of Agent Matrix as per the Agent Agreement / IPN following the procedures as per the MOPP.
- Ensure the Agent Profiling and Configuration are done as per the Agreement or related documents for completion of Agent Activations or other system configurations as per the operational Policies and Procedures.
- Preparing, Updating and Maintaining SLA's, related to Operational Processes, Changes.
- Preparing for Country Information specific to the Services and Products offered, following the procedures to effect such changes.
- Preparing reports on activities handled verified and completed.
- Act as a subject matter expert within the LPU and immediate escalation for the Team.
- Ensure the Agent Date Base and Network is periodically updated and verified for error free data at any point in time.
- Coordinate with the Technical Department in Trouble Shooting – Configuration Errors – System Issues or Network Errors directly related to the LPU functioning and recording them as well.
- Coordinate with other Departments in the process of activating an agent or service as per the MOPP/SOP including Digital Certification Team, Dealing Department and Account Department as the case may be and document them for completion.
- Provide excellent customer service by attending to incoming calls within the quality guidelines
- Handling and resolving customer complaints to customer satisfaction within the defined authority limits and to escalate as per the process
- Ensure quality of inbound/outbound calls by achieving set targets in terms of service standards and customer satisfaction scores

UAE Exchange Centre L.L.C. – One of the leading Global Exchange House and Remittance Service companies in the world.

Foreign Currency Cashier / Teller / Counter Staff

Abu Dhabi, UAE *April 2006 – February 2009*

Responsibilities

- Purchase of currencies (both local and foreign) from outside parties.
- Working as a cashier and hence dealing with currencies of various countries.
- Assigned to do the direct bank transfers like telegraphic transfer, electronic transfer and instant transfer. Issuance of drafts and Traveler's Cheque in foreign exchange.
- Attending to queries/complaints from customers.
- Tracking of direct transfers and its smooth clearance.
- Submitting reports on branch activities and overall performance to higher management.
- Dealing with customers of different nationalities and providing the best of services.
- Western Union and Xpress Money operator

Via Medica International Healthcare LLC – One of the leading Global Health Care Service companies in the world.

Team Leader/Encoder (Outsource Staff) – PCR and Vaccination - *29 July 2021 – October 2022*

Responsibilities

- Handling all team members for daily mission.
- Completing all paper works and team reports.
- Knowledgeable and have experience in using Evas and Estijabah platform.
- Doing general assessment for HIP/HQP patients.
- Following up and helping Covid 19 nurses perform home visits and receive/verify data on time and accurate.
- Follows the work flow chart for the coders provided by the company.
- Scans Emirates IDs accurately and correctly and make sure that all data are correct.

Equitable Computer Services, Inc. (EQUICOM)

Team Leader / Retrieval Staff

Manila, Philippines *August 2004 – January 2005*

Responsibilities

- Performs as a team leader in allocating and coordinating the workflow.
- Distributes duties to other staff.
- Retrieves outstanding credit cards of clients over the internet.
- Discusses queries of clients regarding credit card balances.
- Files charge back to either clients or merchants.
- Files credit card receipts.

INTELLICARE – ASALUS Corporation

Administrative Staff – Junior Clerk

Makati, Philippines *October 2003 – March 2004*

Responsibilities

- Performs administrative functions relating to Health Insurance benefits.
- Assists Claim Department Staff in preparing claim files and documentation.
- Conducts follow-up on outstanding records of clients.
- Retrieves, encodes and process policies regarding the health card of the clients.
- Segregates and prepares Health Insurance policies.
- Compiles and files records of clients.
- Furnishes copies of clients and insurance policies.

Unilever Philippines Inc.

Repacker/Hauler

Manila, Philippines *September 1998 – February 1999*

Responsibilities

- Ensures that end-product and for consumption passed and met preset quality standards.
- Checks and monitors manufactured products for any defect.
- Suggests methods to maximize product quality and standards.
- Repacks products to ensure quality.

AWARDS

Best Employee Awardee for 2016 and 2017

Xpress Money Services Ltd