



**FRITZ GERALD D URBANO**

## ABOUT ME

Age: 34

Date of Birth: 19-Nov-1988

Nationality: Filipino

## CONTACT

### Address:

404 Nasser Lootha Pink Building, Al Rigga, Dubai, UAE

**Mobile:** +971 56 498 8866

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## SKILLS

- Cash Handling
- Customer Service
- Exemplary Communication Skills
- Team Management and leadership
- Proficient in Microsoft office
- Effective analytical, problem solving and decision making

## PROFESSIONAL SUMMARY

An ambitious professional with excellent combination of skills acquired in my 10 years' experience in customer service and Foreign Exchange.

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## WORK HISTORY

### Coordinator – Risk Control and Fraud Prevention Dept.

#### Al Fardan Exchange LLC

Dubai, United Arab Emirates

December 11, 2021 – Present

#### Duties and Responsibilities

- ❖ Conducting Surprise Cash Verification to all AFEX branches around UAE through remotely and branch visits and verifying cash belonging to branch teller and tally with till report.
- ❖ Verifying the teller bank notes and ensure all the purchase and sales are posted, signed by cashier and customer and properly stamped.
- ❖ Ensure and verify that all corporate and other exchange house FCY sale & purchase are properly approved by CCM department.
- ❖ Verifying the teller cash receipts and payments and ensure that all the receipts has been signed by cashier and customer with the necessary documents attached.
- ❖ Match all the report total transactions with cash movement report and highlighting the difference if any.
- ❖ Vouch Central bank forms for bank note sale / purchase above AED 40,000.00 and Remittance Verification Form (RVF) above AED 55,000.00.
- ❖ Record the detailed clarification from cashier and branch manager if there are any variances and verify the end of day cash counting done properly for that cashier in the previous day.
- ❖ Verifying the pending debit tickets and expense vouchers and ensuring that proper approvals have been taken from management and the original documents are available and obtain the reason if not available.
- ❖ Verifying all the cancellation and ensuring that proper signature and documents collected.
- ❖ Verify all the third-party value-added services are available and working in the branch and no third-party IDs of staffs are linked to his previous branch viz. transferring.
- ❖ Checking all the transaction processed in third-party value-added services are posted in AFEX system on same time.
- ❖ Checking of transaction issued against cheque and the status of the cheque, verify the trial balance report and statement of account of branch with supporting documents.
- ❖ Ensuring that the cashiers are not processing their personal transactions and managers is aware of all personal transactions of the staffs
- ❖ Preparing reports and observations.

## EDUCATION:

### **Bachelor of Science in Business Administration**

#### **Major in Management Accounting**

Notre Dame of Dadiangas University

General Santos City, Philippines

June 2005-October 2009

## **SEMINARS & CERTIFICATIONS:**

### **Importance of Customer Service / Cross Selling Techniques**

Al Ruwais, Abu Dhabi, UAE  
Mar. 18, 2014

### **Best Employee Award**

Third Quarter of 2019  
Abu Dhabi, UAE

### **Best Employee Award**

Third Quarter of 2017  
Abu Dhabi, UAE

### **Best Employee Award**

Second Quarter of 2017  
Abu Dhabi, UAE

## **Teller / Branch Compliance Officer**

### **Al Fardan Exchange LLC**

Abu Dhabi, United Arab Emirates

January 08, 2014 – December 10, 2021

#### Duties and Responsibilities

- ❖ Data Entry (KYC)
- ❖ Supervising the branch in the absence of the Branch Manager
- ❖ Processing Money Transfer (Wire Transfer/Demand Draft/Bank Transfer) to all parts of the world.
- ❖ Determining and answering compliance related transactions of the branch.
- ❖ Receiving and processing cash and cheque payments.
- ❖ Foreign Currency Buying and Selling
- ❖ Receiving and processing utility bills payment of ADDC, AADC, and FEWA
- ❖ Processing Phone bills payment for Etisalat and Du.
- ❖ Mobile recharging locally and internationally via Ezetop and Transfer To, Paykii
- ❖ Doing WPS (Wages and Protection Services) Transactions such as processing of salary and cash payout.
- ❖ Issuance of National Bonds and bank payment services.
- ❖ Cross selling of other AFEX services
- ❖ Attending to customer's queries and complaints
- ❖ Answering incoming calls
- ❖ Assisting customers to company's existing products and services
- ❖ Handling Credit Card transactions such as payments, cash purchasing and cash advance.
- ❖ Cash Deposit and end of day reports

## **Cashier / Marketing Assistant**

### **Motortrade by Motorjoy Depot Inc.**

South Cot., Philippines

December 22, 2010- September 30, 2013

#### Duties and Responsibilities

- ❖ Cash Handling (includes: receiving of payments, bank transactions, liquidation of revolving fund, special fund and petty cash fund).
- ❖ Responsible for making accurate data of customers, reports and other important data such as Prompt Payment Discounts, First Due Date, Demographic Report, Registration Fund Report, Registration Subsidies, Closing of Accounts, Repossessed Accounts and Restructured Accounts, and the total unregistered motorcycle and its estimated expenses.
- ❖ Keep up to date information of motorcycle prices, information and correct unit models.
- ❖ Consulting Accounting Head, Operations Manager, Area Manager and Branch Heads for price reduction and subsidies of repossessed unit.
- ❖ Answers telephone calls for customer related concerns and any other inquiries.
- ❖ Be involved and contribute at team meetings.