



Beverly Esquibal Orpilla

BANKING / FINANCE AND CUSTOMER SERVICE SPECIALIST

CONTACT

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- 📍 Abu Dhabi

SKILLS

- Microsoft office suits (Ms Word, Excel, Powerpoint) Google drive, MS Outlook
- Analytical Thinker, Quick Learner, Self- motivated, Confident, Flexible, Organized, Detailed Oriented, Observer, Adaptability
- Cash handling, Foreign Currency trading, Bank reconciliation, Remittance Handling
- Training and Development, Billing and Payment Processing
- Cash Counting Machine Operations
- Staff Training
- Verbal and Written Communication

CAREER OBJECTIVE

Experienced candidate with vast background in customer service roles. Possesses extensive knowledge of policies, procedures, and regulations related to cash handling and customer relations. Consistently praised for providing fast and accurate service, as well as being able to recognize and resolve customer complaints. Committed to providing outstanding customer service and maintaining an efficient and organized workplace.

EXPERIENCE

October 2019 - October 2023

Cashier - customer service representative

Orient Exchange Co. llc

- Operated cash register and accurately processed payments, returns, and exchanges.
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.
- Accurately processed customer payments using cash, credit cards, and checks.
- Managed large amounts of cash accurately during busy hours in a fast-paced environment.
- Developed strong customer relationships to support satisfaction and loyalty.
- Greeted and informed customers of products, fostering positive store experiences.
- Checked drawer totals, reconciled discrepancies, and prepared bank deposits.
- Processed cash, check, and credit cards for customer purchases.
- Processed payments, returns, and exchanges.
- Trained new cashiers in the use of cash registers and processing payments.
- Informed customers of special promotions, loyalty programs, and discounts.

September 2016 - September 2019

Teller - CSR

Eastwest Banking Corporation, Pangasinan

- Operated cash register and accurately processed payments, returns, and exchanges
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning
- Built and maintained positive working relationships with co-workers.
- Provided excellent customer service by greeting customers and offering assistance

LANGUAGES

- **English**
Fluent
- **Tagalog**
Native

- Developed strong customer relationships to support satisfaction and loyalty
- Provided customers with product information and responded to inquiries courteously and promptly
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers
- Greeted customers by name and displayed respectful attitude, helping develop rapport with customer base and build lasting relationships
- Addressed customers courteously using suitable methods and problem-solving skills.

EDUCATION

April 2016

**Bachelor of Science (B.S.) in Business Administration
Marketing Management**

Urdaneta City University, Urdaneta, Pangasinan