



MA. ELENA T. ORIBELLO

Senior Teller

Teller | Desk Reception | Management Information System (MIS) | Admin Staff |
Operation Staff

CONTACT



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Abu Dhabi, UAE

EDUCATION

College:

**Saint Louis College, Carlatan, City
of San Fernando La Union**

Bachelor of Science – Information
Technology
2008-2012

Secondary:

**Agoo Montessori Learning Center,
San Antonio, Agoo La Union**

2004-2006
Polytechnic College of La Union
2006-2008

Primary:

**San Nicolas Elementary School,
San Nicolas West, Agoo La Union**

2004-2006

PERSONAL DATA

Date of Birth : July 30, 1991
Citizenship : Filipino
Civil Status : Married
Language : English and
Tagalog

CAREER OBJECTIVE

To work in an organization that provides the opportunity to improve skills, knowledge to grow and career advancements in line with the organization objectives.

WORK EXPERIENCE

Operations Staff, Telephone Operator and Frontline Associate

Al Fardan Exchange | September 2014 – Present

Front Line Associate/Teller

- Monitor and Balance the cash account based on the transaction made.
- Provide fast, excellent and error free remittance services to customers from the published timing of the branch in a very professional way.
- Respect KYC rules, policy and procedure of the company wherever is applicable.
- Extending timely support, guidance, advice to subordinates and create team spirit among them to achieve maximum turnover and targeted profitability
- Verify FX rates on a daily basis to ensure that the routers spot rates to receive correctly.
- Verifying of various type of transaction (TT, Payments, Receipt, Day End and other online systems etc.)
- Investigate and follow up of the TT holding queries through telephone and email with custodian as well as other department
- Following AML procedure as per Central Bank of UAE

Operation Staff

- Encoding payment transaction through online banking.
- Compiles and summarizes the data offer encoding and authorizing as required.
- Receiving a data or payment transaction files, verify and prepare materials for printing.
- Maintain logs and activities and completed work.
- Prepare a control report for all foreign currency payments.
- Call and contact concern staff or branch managers for some amendments to be completed and update and ensure the transaction will be process without any errands.

OTHER SKILLS

- Knowledge in Microsoft Office Software's
- Ability to operate switch board telephone with speed and accuracy
- Ability to enunciate clearly in a well- modulated voice
- Can work with a team and may work under pressure
- Possesses time management skills to ensure optimum performance and ensures deadlines are met

ACHIEVEMENTS

- Workshop on Content Management System
- Basic PC Trouble Shooting
- Biometrics
- Information and Computer
- Ethics
- E commerce Law and Your First E store
- Open Source Software
- *Best Performer in 3rd Quarter 2018*
- *Best Performer In 4th Quarter 2019*

WORK EXPERIENCE [continued]

- Addresses and giving exact funding to the appropriate manager in a timely and consistent fashion.
- Processing payments with different foreign currencies ensuring the payments are made in accordance with the right terms and in compliance with policies and proper procedure
- Checking transactions, swift codes complete details and information and right banks before encoding to ensure accuracy and approval by the appropriate superior.
- Filing records of payment transaction after approval and processing
- Sending funding advice to the different banks
- Release and Hold payment transaction as requested by the branch staff.

Telephone Operator

- Answering telephone in a nice manner.
- Using switchboard telephone.
- Answering internal and external call (local and long distance) and transfer calls as required takes and rely message.
- May acts as a receptionist for a branch of the department and perform other duties as assigned.
- Provides information and assistance regarding telephone numbers and completes certain types of calls.
- Enquires as to the nature of calls in order to refer to appropriate person or service.
- Corrects and updates electronic telephone directory.
- Perform clerical duties as to keep track long distance calls place through switch board.
- Provide effective good customer service to internal and external callers or customers and giving an accurate information regarding for inquiries
- Answering inquiries from phone calls and ensuring that it is transferred to concern department or staff.

Integrated Circuit Assembler

Texas Instrument | October 2012 – July 2014

- Performing 5S – Sort – Set – Shine – Standardize – Sustain.
- Monitoring Device.
- Performing the instruction per device
- Listing the weight of expired chemicals.
- Collecting Lot on every stations
- Sorting the devices on which temperature are they belong
- For Devices with special instruction put bars on in.
- Put the device in the oven.
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WORK EXPERIENCE [continued]

- Place the sticker on the Device Specification on PMS log point
- Send the lot on the next log point.

Admin Staff / IT SUPPORT

National Statistic Office | November 2011 – March 2012

- Answering telephone calls.
- Answering questions and helping the public in information they needed.
- Organizes and maintains file records and correspondence of both routine and confidential nature.
- Receives variety of documents, computer entry, document filing.
- Sending money to the bank
- Using MS word and spread sheet.
- Installing and configuring computer hardware, software, system, networks, printers, and scanners.
- Monitoring and maintaining computer system and networks
- Providing technical supports
- Troubleshooting, repairing and replacing of equipment as necessary

REFERENCES

Eng. Alain Joseph Meris
Musnada
Abu Dhabi, U.A.E.
050-9058538

Mrs. Jeanelly A. Esperanza
Saint Louis College
San Fernando, La Union
00639175103344

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