



MAY ANN TAN

Teller / Supervisor-Branch Operations

CAREER SUMMARY

Organised and detail-oriented Teller/Branch Operations Supervisor with 5 years of cash handling and excellent customer service experience in Financial Institution. Focused on maintaining high levels of accuracy and efficiency in daily financial transactions to achieve branch goals and target.

SKILLS

- Computer software mainly Microsoft Applications
- Attention to details
- Customer service satisfaction
- Cash drawer balancing
- Perform proper KYC
- Record keeping & maintenance
- Time management
- Teamwork

GET IN TOUCH WITH ME

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Email: tanmayann23@gmail.com

LinkedIn:

<http://linkedin.com/in/may-ann-tan-970b1a180>

WORK EXPERIENCES

Supervisor-Branch Operations

Sharaf Exchange LLC | Dubai UAE

January 2022 - Present

- Balancing, analyzation and comparison of business daily reports and presenting to BM as part of day-end procedure.
- Preparing minutes, strategic plans and sales report for monthly branch meeting with Area Manager.
- Communicate with customers, employees, and other individuals to answer queries and handle complaints.
- Perform administrative tasks such as filing of reports/vouchers and maintaining mail correspondence.
- Verification and analyzation of required documents for Corporate Onboarding.
- Train and assist new employees regarding business transactions and proper cash handling.
- Arrange a flexible work roster for the staffs throughout a month.
- Dealing and booking of currency rates to promote profitable transactions.
- Proper coordination with the back office departments to perform the transactions in more efficient manner.
- Verification of transactions namely WPS, Remittances, Vouchers, etc. before authorization.
- Performing Surprise Cash Verification for all the staffs on weekly basis.
- Preparing monthly STR reports for Compliance requirements.
- Educating the staffs regarding new Memos and Business Operation Instructions to promote sales with accuracy.

PERSONAL INFORMATION

Date of Birth: May 23, 1995
Age: 28
Nationality: Filipino
Visa Status: Residence Visa
Address: Al Karama, Dubai, UAE

REFERENCES

Mr. Sanjay Sondkar
Manager
Sharaf Exchange LLC
055 636 6372

Mr. Yeshwant Shetty
Manager
Sharaf Exchange LLC
050 849 1887

Ms. Marifel Q. Rodriguez
Service Officer
BDO Unibak Inc.
09178713962/ 243-9347

EDUCATIONAL ATTAINMENT

Tertiary:
Bachelor of Science in Information
Technology
STI-West Negros University I
Philippines
S.Y 2012-2016

Secondary:
Northern Antique Vocational School
I Philippines
S. Y 2008-2012

Primary:
Esperanza Elementary School I
Philippines
S. Y 2002-2008

Customer Service Executive
Sharaf Exchange LLC I Dubai UAE
April 2019 -December 2021

- Execute customer transactions regarding cash and money exchange for more than 30 different currencies.
- Perform and knowledgeable mainly in business transactions such as remittances, exchange currencies, salary(WPS), corporate transactions and other services.
- Onboarding corporates employee's salary card.
- Perform proper cash handling and maintain balancing record with accuracy.
- Knowledge in Compliance and Central Bank policies to properly apply in daily operations.
- Supports the senior staffs in promoting high quality products and services.
- Provide administrative support to senior staff members during day end balancing.

Customer Service Associate
Palawan Remittance & Exchange House I Philippines
November 2017 -December 2018

- Properly trained and equipped with high quality customer service.
- Highly skilled in manual cash counting and fake currencies detection procedure.
- Performed proper verification of remittance and major currencies exchange transactions.

Client Service Associate
BDO Unibank I Philippines
May 2017 - September 2017

- Dedicated on high level accuracy and strong attention to details.
- Skilled in receiving and processing all banks transactions namely; deposits, withdrawals, bills payments, cheque deposits and encashment.
- Delivered services in a timely, competent and efficient manner.