



# JOVELYN LIBERATO MACARAEG

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## PROFESSIONAL SUMMARY

To obtain a position that will enable me to develop my organizational skills, an active employee involving responsibility and working with others

## WORKING EXPERIENCE

### Foreign Exchange Cashier/ (UCO) at Al Ansari Exchange March 2018- Present

- Manage cash or Cheque transactions at the counter and ensure delivery of quality service to customer while adhering to operational control
- Carry out branch transactions smoothly and in a timely manner.
- Ensure that all branch transactions are performed in line with UAE Central Bank guidelines and other regulatory requirements.
- Responsible for processing domestic and international outward and inward payment
- Verifying information and supporting references from branches and online banking to ensure all required fields are completed and accurate following the policies and procedures.  
Ensuring transactions are completed in an efficient manner with a high level of accuracy Provides support and information to customers, over the counter and by phone, provide currency exchange, money transfers and others
- Receive and process payments by cash, Cheque, credit card and other bills payment.
- Responsible for directing, leading, and operating the first line of defense's compliance program under the supervision of the Head of Compliance

### Client Service Associate- Level III

#### BANCO DE ORO- MUNOZ BRANCH (Dec 2014- JAN 2018)

- Works in the financial industry offering services to financial advisors and clients.  
Provide account services to customer including cash or check deposit, withdrawals
- check encashment, loan payment, foreign exchange, foreign telegraphic, time deposit, preparing manager's checks, opening client's bank account and other related bank transactions
- Answering client's queries and identify the problems
- Can also perform administrative duties.

## SKILLS

- Client Servicing
- Time Management
- Product Knowledge
- Customer Service
- Attention to detail
- Cross selling
- Multitasking
- Interpersonal communication
- Leadership
- Client Retention
- Flexibility
- Team work
- Negotiation
- Growth mindset
- Product Knowledge

## EDUCATION

### TERTIARY:

Central Luzon State  
University

Munoz, Nueva Ecija,  
Philippines

Bachelor of Science in  
Business Administration  
Major in Human Resource  
Development MNGT.

## LANGUAGES

English

FILIPINO

NATIONALITY

FILIPINO

CIVIL STATUS

MARRIED