

Ritchelle Oracoy Cena

Deira, Dubai, United Arab Emirates ✉ ritchelleoracoycena@gmail.com ✆0525174988

Online CV: <https://sites.google.com/view/ritchellecena>



Objective

"With a proven track record in the dynamic world of banking and Finance, my commitment to delivering unparalleled customer service and fostering sales growth. Eager to infuse my leadership acumen and financial expertise into your esteemed company, ensuring a seamless blend of operational excellence, team collaboration, and a customer-centric approach."

Education

Bukidnon State University

Jun 2006 - Mar 2010

Bachelor of Science in Business Administration

Major in Banking and Finance

- Consistently maintained an exceptional academic record, earning the Bukidnon State University Scholar award from 2006 to 2010.

Experience

Blossom Nursery

Aug 2023 – Feb 2024

Office Administrator / Finance / Human Resource

- Orchestrated seamless administrative support in Finance, HR, and Operations.
- Collaborated directly with the Centre Director, HR Department, and Finance Department in HQ.
- Spearheaded the creation and distribution of meticulous meeting minutes.
- Ensured impeccable organization and maintenance of the storeroom and office supplies.
- Applied precision in posting payments, onboarding/offboarding staff, and tracking the calendar for expired documents.
- Executed journal entries with a meticulous eye for accuracy.
- Proactively engaged in sending payment reminders to clients, showcasing dedication to client relations.

Wall Street Exchange

Jun 2018 – Jul 2023

Customer Experience Specialist / Teller

- Cultivated and maintained exceptional customer relationships, showcasing a commitment to service excellence.
- Demonstrated sharp analytical skills to analyze problems and provide effective solutions.
- Played a vital role in the efficient processing of various financial transactions, from deposits to loan payments.
- Recognized for identifying and capitalizing on cross-sell and referral opportunities.
- Contributed to the success of the team by actively assisting the branch supervisor with daily duties.

Reems Exchange

Jan 2017 - May 2018

Dealer / Teller / Customer Service Officer

- Provided and maintained exceptional customer service.
- Cross-sold products and services to solidify customer relationships.
- Analyzed problems and provided solutions in coordination with branch management.
- Conducted bulk exchange transactions in local and foreign currency.
- Confirmed cash amounts received from tellers and managed document filings.
- Conducted account opening transactions for customers and dealt with different exchange houses across the UAE.

Redha Al Ansari Exchange

Jun 2013 - Jun 2015

Cashier / Customer Service Representative

- Welcomed visitors and maintained a safe and clean reception area.
- Documented and communicated actions, irregularities, and continuing needs.
- Answered phone queries, identified foreign exchange transactions, and analyzed their impact on business performance.
- Provided advisory support on money market fluctuations and performed Forex transactions settlement.

D'Asian Hills Bank

Jun 2011 - May 2013

Bookkeeper / Teller / Loans Clerk

- Custodian of savings subsidiary ledgers and time deposit accounts.
- Verified specimen signatures and processed daily cash withdrawals and deposits.
- Issued official receipts for loan payments and assisted loan applicants/co-makers.
- Updated passbooks, conducted daily cash counts, and managed Western Union and Cash Direct transactions.

Skills / Competency

- Exceptional customer service and relationship-building skills.
- Strong analytical and problem-solving abilities.
- Proficient in financial transactions, cash handling, and banking operations.
- Detail-oriented with a focus on accuracy.
- Excellent organizational and multitasking abilities.
- Proficient in computer systems and applications.

Reference

Available upon request