



MARIA SHIELA VARGAS

BRANCH MANAGER

PROFILE

Branch Manager with over 6 years of experience providing exceptional customer service by driving branch operations, managing a team of 8 staff members. I possess strong multi-tasking skills with the ability to simultaneously manage several assignments. Tech savvy and efficiency focused person who always strives to deliver the best of the results.

CONTACT

Date of Birth:
30th Oct 1978

Language Known:
English
Tagalog

Marital Status:
Married

REFERENCES

Highly regarded professional references can be furnished upon request

OBJECTIVE

Dynamic and result-oriented professional with 6 years of experience in the money exchange industry. Proven track record of effectively managing branch operations, coupled with 8 years of hands-on experience working as a Chief Teller. Seeking to leverage a Branch Manager/In-charge position to drive growth and success in a dynamic organization.

CORE COMPETENCIES

- Professional experience working in a fast-paced environment demanding strong organizational, technical, and interpersonal skills, ability, and commitment.
- Detail-oriented and resourceful in completing projects; able to multi-task effectively.
- Excellent communication and writing skills.
- Great leadership skills.
- Strong analytical skills.
- Documentation, Communication and Presentation skills.
- Exceptional Customer Service & Relationship.
- Filing & Data Archiving.

WORK EXPERIENCE

AL FARDAN EXCHANGE LLC – BRANCH MANAGER

DECEMBER 2018 – TILL PRESENT

- Led all aspects of branch operations, including staff management, customer service, sales and compliance.
- Developed and implemented strategies to increase revenue and profitability, resulting in a growth in branch performance.
- Train and motivate the branch team, fostering a culture of excellence and accountability.
- Ensured compliance with regulatory requirements and company policies, minimizing risks, and maintaining a high standard of integrity.
- Cultivated strong relationships with corporate customers and stakeholders, addressing their needs promptly and effectively.
- Conducted regular performance evaluations, provided feedback, and implemented improvement plans to enhance team productivity and efficiency.
- To be aligned with the Annual Operating Plan (AOP) and achieve targets as set in AOP.
- Work closely with Cluster Manager to develop & generate business leads with new & existing retail and corporate business.
- Manage day-to-day branch operations to ensure efficiency & compliance with operational & security policies.
- To ensure that branch staff(s) are treated fairly in receiving their branch timing, shift, weekly-off and rotation of roles & responsibilities.

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- To meet & exceed branch business target set by the Management. To review business achievement every month and ensure corrective & proactive action is taken before closing the quarterly report.
 - To drive business through regular business plans and initiatives at the branch level.
 - To Supervise BDDO's in branch due diligence.
 - Perform the role of Teller or Chief Teller as & when needed, to be a role model for others to follow.
 - Attend & resolve all customer complaints & questions. Address staff(s) complaints & grievance rightly or escalate to higher authority.
 - Maintain personal rapport with customers as well as employees to ensure highest customer satisfaction to retain & increase business.
 - Monitor underperforming staff, prepare performance improvement plans & report accordingly. Noncompliance of disciplinary conduct by staff to be reported immediately to the competent authorities.
 - To attend business meetings with the customers and with the management basis the requirement.

AL FARDAN EXCHANGE LLC – CHIEF TELLER

FEB 2010 – NOVEMBER 2018

- Assisted the Branch Manager in overseeing daily operations and managing a team of 8 staff.
- Contributed to the development and implementation of sales strategies for Philippines corridor, resulting in increase in transaction counts and volumes.
- Provided training and support to staff, promoting a positive work environment, and ensuring adherence to company policies and procedures.
- Attending to customers for making remittance transaction/telex transfer/ electronic transfer, currency exchange, etc.
- Collaborated with cross-functional teams to resolve operational issues, transactional complaints and customer grievances.
- To perform the role of marketing & sales executive during off-peak business hours.
- To generate end of the day report as well as daily & weekly sales record.
- To follow official working hours & shift timing and weekly off roaster decided by the Branch Manager as per branch business/ operational requirements. Be available during the opening & closing of the branch.
- Provide excellent customer service to all customers (greet & smile). Deal with all customers politely & courteously - Do not argue with the customer at any time.
- To promote cross selling, inform the customers about other related products and contribute towards branch business development.

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- Inform the line management and/or utilize hotline to report whistleblowing incidents.
 - Assisted in monitoring and maintaining compliance with regulatory requirements and internal controls.

EDUCATION

GRADUATED BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

UNIVERSITY OF THE VISAYAS COLON ST.,
CEBU CITY, PHILIPPINES
MAY 1997

TECHNICAL SKILLS

MICROSOFT OFFICE 2023, WINDOWS XP
TYPING SPEED OF 50WPM

TRAINING & CERTIFICATES

CALL CENTER TRAINING – AUG 1,2001