



HONEYLET LIMBAGA

CONTACT

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EDUCATION

06/1997 - 10/2001

Bachelor of Science in Commerce:
Management

University of San Jose Recoletos,
Cebu City, Philippines

PERSONAL DETAILS

Nationality: Philippines

Marital Status: Married

Visa Status: Employment

PROFESSIONAL SUMMARY

Enthusiastic individual determined to provide each customer with excellent, customized service. Possesses good mathematical skills and keen attention to detail. Commended for high levels of accountability, efficiency and accuracy. Willing to take a new challenging role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

WORK HISTORY

December 2010 - Current

Chief Teller/Service Supervisor, Al Fardan Exchange LLC,
Dubai, United Arab Emirates

- Assisting manager in managing the branch, reports, complaints, staff schedule and keeping the branch target updated.
- Handling local and international remittances. Individual and corporate transactions as well.
- Conducting and investigating customer due diligence, frauds, and anti-money laundering.
- Handling local and international currencies, sorting out and transferring to cash handling department.
- Reconciled cash drawers and daily transaction records to support accuracy.
- Upheld strict financial controls by keeping funds secure and accurately transferring monies.
- Promoted new products and services to increase branch loyalty.
- Trained new tellers in institutional processes and procedures, mentoring through learning period and answering questions.
- Completed accurate, high-volume money counts via both manual and machine-driven approaches.
- Completed special procedures for customers, ordering new cheques, stopping payments or investigating identity theft.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Participated in regular training to maintain up-to-date knowledge on company products and policies.
- Upsold new products and accessories to customers, capturing significant increases in add-on sales.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Identified and resolved financial discrepancies and escalated critical errors to management.

- Maintained discretion and security in handling sensitive personal and financial data.

SKILLS

- Regulatory compliance expertise
- Office and Administrative Job
- Sales, Retail and Customer Service
- Time Management
- Decision making and Creative Thinking
- Accounting and Bookkeeping
- Monetary handling Management
- Management and Communication
- Leadership and Organization
- Customer and complaints management
- Cross-selling expertise
- Leadership

ADDITIONAL INFORMATION

Training and Seminar Attended

- **Anti Frauds and Risks Mitigation**
- **Fake currency and remittance awareness**
- **Information security and cyber threats**
- **AML and CTF**