



CARMILO ARANJUEZ MACASINAG

Seeking a mutually long term beneficial attachment with dynamic organization to have exposure and contribution of higher level of learning opportunities through utmost efforts and to make a consistent valuable contribution to the company in accordance to the laws and regulation.

CONTACT



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Visa Status: Cancelled



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Elektra Street, Abu Dhabi, U.A.E.

PROFESSIONAL SUMMARY

Having years of experience in different fields such as e-commerce, Operation and Logistics, Finance and Exchange, Customer Service, Retail and Technical support and with oriented leadership qualities, flexibility and adaptability, rational and strong interpersonal skills, a good team member, highly analytical mind and organize and manage time efficiently.

WORK EXPERIENCE

CUSTOMER SERVICE OFFICER / MEDICAL . April 2022 to November 30, 2023 Al Nabooda Insurance Brokers LLC

- Policy endorsement (addition, deletion, card reprinting, etc) requests received on a daily basis.
- Ensure that all the documents are properly arranged and completed before sending the request to the insurance company as per DHA compliance.
- Follow-up with the insurance companies on the cards within the TAT period.
- Providing customer service by attending to their queries and bringing the best possible solution.
- Issue on line policies for the clients from time to time.
- Coordinates directly with other department (UW, collections, claims, and accounts and other department)
- Policy Issuance (Back up support)
- Obtain complete documents from client for policy issuance.
- Document evaluation and filing.
- Ensure details provided from client are complete and accurate

OPERATIONS ASSOCIATE/CSE (E-COMMERCE) . September 2021 to March 2022
Open Sesame (Sparkle Enterprises General Trading LLC)

- Prepare and complete orders for delivery or pickup according to schedule (load, pack, wrap, label, ship) and coordinate with 3PL for shipment
- Receive and process warehouse stock products (pick, unload, label, store)
- Perform inventory controls and keep quality standards high for audits
- Tracking and fixing shipping errors
- Preparing bills and invoices
- Interact with customers (face to face, via phone, email, & live chat) to provide and process information in response to inquiries, concerns, and requests about products, services, and online orders.

FOREIGN EXCHANGE TELLER . April 2019 to May 2021
JOYALUKKAS EXCHANGE - New Deira City Center, Dubai

- Purchase & sell of foreign currency
- Attending the customers for making DD/ Telex transfers/ electronic transfers.
- Receive cash from customers (for all services but not limited to remittance, WPS, FCY, Etc.)
- Receive/issue cash transaction instruments like remittance, foreign currency exchange, WPS, Demand draft, TT, value-added services transaction payments, etc.

CUSTOMER SERVICE EXECUTIVE . January 2017 to February 2019
DUBAI PARKS AND RESORTS - Dubai

- Demonstrate products and deliver effective sales presentations to win potential customers.
- Achieve and frequently exceed the company prescribed sales targets on a monthly basis.
- Network and communicate with customers to establish a sound face-to-face interaction.
- Ensure that company procedures are adhered to while handling cash and credit card customers

DATA ENCODER . August 2016 to November 2016
EMBASSY OF LUXEMBOURG - TOKYO CHIYODA-KU, JAPAN

- Accurately and efficiently encode all data that needs organizing and recording
- Confirm that entered data accurately aligns with original documentation Organize and maintain original paper evidence.
- Assure files are properly prepared and saved to backup drives.

EDUCATION

ASSOCIATE IN INTERNET TECHNOLOGY . 2009 to 2011
AMA Computer Learning Center, Philippines

PERSONAL INFORMATION

DATE OF BIRTH: July 22, 1989
NATIONALITY: Filipino
MARITAL STATUS: SINGLE

SEMINAR

AML-CFT & DUE DILIGENCE . February 2019
Foreign Exchange Remittance Group(FERG)
Crowne Plaza® Abu Dhabi, Hamdan Street
P.O. Box 3541, Abu Dhabi
United Arab Emirates