



GRACE ANN QUERIONES

Cashier/Teller

✉ annsilvala26@gmail.com
☎ +971 54 374 1463
📍 Abu Dhabi, United Arab Emirates

SKILLS

CUSTOMER SERVICE

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CASH HANDLING

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COMMUNICATION

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COMPUTER LITERACY

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MICROSOFT OFFICE

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DETAIL ORIENTED

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FLEXIBILITY

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SENSE OF URGENCY

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PROBLEM SOLVING

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TRAINING CERTIFICATIONS

Anti-Money Laundering Act of 2001
Branch Operations Training
Introduction to Risk Appetite
Data Privacy Awareness
Introductory to Enterprise Risk Management
Basic Client Service Workshop
Basic Fraud Awareness Training
Elements of Risk Management Process

EDUCATION

Bachelor of Science in Tourism Management
Urdaneta City University
July 19, 2017

LANGUAGE

English - Fluent
Tagalog – Expert

PROFESSIONAL SUMMARY

A highly goal-oriented individual with three (3) years experience as a Cashier/Teller in a reputed financial company and four (4) years of trusted cash-handling experience with more than five (5) years of extensive experience in providing excellent customer service through accurate customer transaction. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transactions in a fast-paced environment.

PROFESSIONAL EXPERIENCE

SALES REPRESENTATIVE

MH Enterprises | October 2023 – Present

Demonstrate and provide information on promoted perfume products and services while creating a positive image and lead consumers to use it. Identify interest and understand customer needs and requirements and keep areas neat while working and return items to correct locations following demonstrations.

CASHIER/TELLER

PJ Lhuillier Group of Companies | March 2020 – August 2023

Responsible to provide financial services such as processing all the client transactions - local and international remittance, sending and corporate payout, pawning, bills payment, deposits and withdrawals, e-load, and other financial services and products. Handled the cash fund of the branch - receives, releases, recording and ensures security of the branch's cash fund kept in the drawer. Reviews the daily transactions and conducts daily cash count to ascertain that cash fund is intact. Cross sell product and services such as life insurance and debit card microsavings account. Attends to all client's inquiries and concerns and provides clerical/administrative support to all branch personnel. Accurately maintains record of each transaction and ensures all Customer Information Sheet (CIS) are in place and within AML compliance.

SALES REPRESENTATIVE

Cosmetix Unlimited Inc. | June 2018 – December 2019

Identify customer needs and recommend cosmetics and skin care products based on their preference; cross-sell beauty products, when appropriate. Ensure proper presentation of products, explain and demonstrate to customers how to use it.

CASHIER/CHECKER

Baguio Country Club Corporation | July 2017 – May 2018

Process customer orders through POS and customer discounts for Senior Citizen, PWDs. handle cash, credit or check transactions with customers; keep reports of transactions. Issue correct change, receipts, or the customer copy of the transaction.

I hereby declare that the above-mentioned information is true and correct to the best of my ability.


GRACE ANN QUERIONES
Applicant