

JELYN P. DE GUZMAN



CONTACT

 Dubai, United Arab Emirates

 **0567031502**

 jelyndg23@gmail.com

PROFILE

To obtain a position that would best fit my chosen field and my qualifications and To continuously enhance my talents and skills and apply what I have learned for future professional.

SKILLS

- Easy to learn, dedicated and driven as a hardworking individual
- Well versed in oral and written English and Filipino
- Flexible in adjusting to different work schedules
- Good listener and attentive
- Basic computer knowledge
- Dedication to excellent customer service

EDUCATION

Mary The Queen College

Quezon City
2013-2017

Business Administration
Major in Financial Management

EXPERIENCE

Customer Service Clerk/Cashier

Orient Exchange Co, LLC.
Dubai, UAE

March 2022 - Present

- To provide excellent customer service at branch customer.
- Attending customers for making Remittance, currency exchange, demand drafts / telex transfers / electronic transfer, etc.
- Accepting different currencies transactions/payments, foreign exchange.
- To answer customer complaints, branch details inquiries, transaction, rate and conversion inquiries .
- Balancing of the cash and prepare end of day report.
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards.
- Cross selling of products and services.

Client Service Associate (CSA)

BDO Unibank Inc.
Lamuan, Marikina City

July 2017- February 2022

- Receiving the working cash for the day and counting it before the shift begins.
- Accepting deposits of both checks and cash and validating deposit slips.
- Processing cash withdrawals.

SEMINARS/ TRAININGS ATTENDED

- Entrepreneurship Management and Advertising

UP Campus, Diliman
Quezon City (September 21, 2015)

- The Role and Responsibilities of College Students to Achieve Quality Assurance in Education

Caliraya Recreation Center,
Brgy. Lewis Lumban Laguna
(March 9, 2015)

- A Postscript of E-Marketing for continuing in management and marketing leadership

UP Campus, Diliman Quezon
City (February 15, 2014)

- Finding the Right Market for the Right Product

Department of Trade and
Industry (September 25,
2013)

CHARACTER REFERENCES

Sherif Mokhtar
General Manager
Salties Restaurant
+971551509950

- Receiving payments for bills, loans and mortgages.
- To answer queries and to assist customers with account related issues.
- To carry out specialized tasks like foreign currency exchange, issuing of traveler's and cashier checks and money orders.
- Balancing of the checks and cash at the end of every day.
- Process opening of account, replacement of lost ATM cards and passbooks, issues passbook and ATM cards
- Process and issue bank certification and statement of account.
- Update customer's information in data system.

Cashier

Chowking

C&B Marikina Heights, Marikina City
(July 2015- April 2017)

- Welcome the customers as they step into the restaurant.
- Deal with clients in the most polite manner possible.
- Take record of orders made by customers both at the drive-through and counter, depending on where he/she is stationed.
- Convey orders to kitchen staff and see to their preparation.
- Monitor all orders placed by the client and also ensure these orders are delivered promptly to the customers.
- Package foods in bags and boxes along with kitchen staff.

ON THE JOB TRAINING

Finance Department

Variance Security Agency Corp. - Cypress Village, Cainta Rizal

December to March (600 hours)

- Counting coins and bills.
- Making sure that all information is in the right district office place.
- Finish all the given work at a time.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

JELYN P. DE GUZMAN
Applicant