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## Roberto Jr Salantes Agustin

Al Satwa, Dubai, United Arab Emirates

+971 55 4185 355 | 055 4475 841

[robertojrastin@gmail.com](mailto:robertojrastin@gmail.com)

with valid UAE driving license



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### OBJECTIVES

To secure a challenging position that utilizes my years of experience while allowing me the opportunity to grow professionally. I offer strong interpersonal skills with excellent customer centricity having effective decision-making, working integrity, excellent communication, and collaborative strategic approach being part of a team.

My goal is to become one of the anchor employee and a company value asset with continuous learning towards fast changing market trends blend with information technology.

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#### Educational Attainment and Qualifications

##### **Master's in Business Administration (2004-2009)**

Divine Word College of Laoag  
Laoag City, Ilocos Norte, Philippines

##### **Bachelor of Science in Computer Science (1996-2000)**

Mariano Marcos State University  
Batac City, Ilocos Norte, Philippines

**DATA ENCODER** – certified by TESDA Philippines (Technical Education Skills Development Authority NCII)

**Train the Trainers Program** – certification on AMA Education System  
Philippines Networking Academy

##### **Customer Service Excellence Award**

Cross Functional Team, Filipino Corridor Marketing Team  
UAE Exchange Centre LLC, U.A.E.

##### **Anti-Money Laundering and Compliance**

Training Certificate KHDA  
SPOTON Training Institute, Dubai, U.A.E.

##### **BCO Branch Compliance Officer**

UAE Exchange Center LLC  
Aug 2014 – Oct 2021

##### **BCA Branch Accounting Officer**

UAE Exchange Center LLC  
Aug 2014 – Oct 2021

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## Work Experience

### **Associates (Sales and Services)**

UAE Exchange Centre LLC (May 2018 – Oct 2021)

- Ensures that the standard operational processes and procedures are properly implemented as per company policy.
- Set an action plan to achieve the monthly target along with the annual projected plan.
- Plan effective roster and lead the team diligently making it sure that the objectives are on the correct track.
- Support and carry branch manager instructions as to the monitoring and proper implementation of processes and procedures especially compliance aspects and branch accounting matters.
- Identify and establish sense of appreciation to the staff top performers and careful approach on decision making to balance a healthy environment among staffs.
- Share daily accomplishment to the team and preparing day end report to higher management.
- Accomplish daily branch closing report and checklist.
- Monitor the availability of operational materials and stationaries, cash management, branch maintenance and security.
- Coordinate with marketing team to augment remittance counts especially on pick days. This also included connection towards bank representatives and other allied products.
- Build strong communication for corporate customers for customer retention and augment FC income from relative prospective.
- Establish well-balanced staff workforce and healthy collaborations ranging from 15-30 staffs with different nationalities.
- Prepare and process WPS for the requiring company, process the mode of payment and monitor the release of salary as these are the leads for remittance counts.
- Lead and show appreciation to all staff achievement and status of the branch as needed to perform collaborative approach in achieving daily targets as month to date and year to date.
- Lead customer centricity approach, monitor turn-around time, and eye to help in any case with equal supervision.
- Establishing marketing strategy for all staff so they can bring new customer as well customer retention approach.
- Conduct relatively information technology based marketing as well as traditional marketing approach to cater all customers for all corridors.
- Request bank representative branch visit during rush days to add remittance counts and be able to cater the needs of the customers.
- Conduct branch meeting to educate staff regarding AML Compliance, best practices for customer service, acknowledge staff performance and update branch standings towards objectives.

**Work  
Experience**

**Supervisor (AML and Accounts)**

**UAE Exchange Centre LLC (Nov 2013 – Mar 2018)**

- Responsible for implementing company policies and procedures being properly implemented.
- Accomplish account procedures, balance ledger, accounts receivables, cheque and online payments, cashier cash tallying, verifying fund physical and system transfers, updating cash excess and recoveries on a daily basis.
- Educate all employees on AML compliance update matters, conduct AML calendar training, conduct risk assessment, observe, analyze and prepare for any suspicious transaction and report to AML head, verify and update existing customer and onboarding customers twice a year, evaluate high risk transactions and transaction monitoring.
- Update, input, and process company payroll thru WPS application software both online and walk in corporate customers. WPS corporate registration and employee's registration and corporate visits to complete the corporate booklet.
- Plan and create schedules and timing for staff on a weekly basis and monitor for any changes and updates as per company requirement on operations considering staff request.
- Adhere to the standard preventive maintenance of finance sector and update in system register, report, and request to comply with the set requirements on alarms, fire protection, power supply, ventilation, and all related aspects in the operation.
- Preparing and compile according to system logistics all documents on back office and operation. Classify on boxes, racks, shelves for a swift control of documents compilation and retrieval in the central store.
- Check email from time to time to satisfy complains and queries from customer, update relevant information from back office, and most important is to keep track monitoring on suspended transaction requirement for any AML issues and clarifications.
- Update, act and control the branch for the absence of the manager making it sure that everything is under proper procedure and execution without fail.
- Analyze figure on company achievement, target status, and discuss to the team acknowledging staff top performer. Establishing staff appreciation as well as to give directives for staff on the case of TAT turn-around time for all transactions.
- Daily updates end of the day target achievement in figures and report the higher management and discuss to the manager for any suggestion in order to keep track on set objectives.
- Continues techniques in customer acquisition or obtaining new customers, build strong relation for customer retention from time to time on and off duty.
- Making it sure the all queries and complain of customers are being addressed both electronically and in face-to-face situation and be able to resolve and delight customers.
- Plan marketing calendars, identify target market and market share in line with the target market.

**Work  
Experience**

- Decide and apply the best marketing approach to each and every potential customers to the zone area, build relationship, follow-up in order to generate transactions.

**Foreign Exchange Main Cashier and Bank Notes Dealer  
UAE Exchange Centre LLC (Jan 2012 – Oct 2013)**

- Verify and cross check physical cash and bank notes from the system before any transaction to avoid any discrepancies, cash short and excess.
- Prepare and distribute opening cash for all tellers physically and transfer into the system.
- Update foreign currency rates to bank notes department and get the indicative rates.
- Sell and purchase currencies to corporate and individual customers including high value customers from the registered email request and walk-in as well.
- Prepare funding of currencies including dirhams ready for collection.
- Perform extra task as teller to help the team especially on pick days to deliver standard turn-around time.
- Verify all bank notes genuineness all the time to avoid fake notes and report to the immediate superior and concern authority without fail.

**Teller (counter staff)  
UAE Exchange Centre LLC (Sept 2011 – Dec 2011)**

- Prompt sense of professionalism, wear neat business uniforms, smile and great customers at all times including thanking and establish repeat business gestures at all time.
- Attend customer transaction, perform the process and accept cash, cheque, and online mode of payment with integrity.
- Register and update customer record with due diligence and responsible for all transaction taken into place error free.
- Perform extra miles for marketing to achieve given target and company goals and objectives.
- Showcase sense of professionalism all time with integrity among team members and superiors.
- Carry order from superiors and able to teach the new staff, share knowledge and always offer a helping hand as a team.

**Cross Functional Team Marketing Officer (Philippine Corridor)  
UAE Exchange Centre LLC (Sept 2012 – Oct 2021)**

- Plan and implement marketing strategy to achieve Philippine remittance counts and address potential customer to other colleagues with respect to corridors.
- Coordinate with Filipino Bank Representative for branch visit and assistance.
- Coordinate with Ventaja team along with the Philippine consulate for the SSS, Pag-ibig, OWWA, and Philhealth

## Work Experience

visiting branch to cater the need of Filipino customer and convert customer potentials into remittance counts.

- Attend Filipino inquiries for any related transactions and establish connection for customer satisfaction and establish strategy to repeat business.
- Conduct visit during off-pick days for customer awareness and build strong relationship to customers.
- Establish marketing strategy to obtain potential customers, build relation in order to do transaction with us.
- Follow-up and update customer to establish sense of belongingness for customer retention.

### **Branch Compliance Officer – BCO**

UAE Exchange Centre LLC (Aug 2014 – Oct 2021)

- Responsible for the execution and implementation of the regulations issued by the Central Bank of UAE and in-house anti-money laundering policy and procedures.
- Responsible for monitoring day-to-day transactions of the branch for any unusual/structured/suspicious/ blacklisted ones and report to the Head – AML Compliance (UAE) at the head office thru STR report.
- Educate the staff on “Know Your Customer” procedures.
- Perform more extensive, due diligence for higher risk amounts/customers and include proactive monitoring for suspicious activities.
- Take instructions from the Head – AML Compliance (UAE) and report all matters regarding AML Compliance.
- Responsible for the safe keeping of the relevant documents of the branch.
- Responsible for the archiving of all related files and when required, be able to retrieve files from the archives for preceding five years.
- Time to time, upon enquiry with regards to compliance, all records shall be submitted for examination and assessment.
- Efficient KYC, KYCC, CID, CDD, and EDD as per manual of operational processes and procedures.
- Checking multiple transactions and monitoring in accordance with the correspondent banks requirements.
- Verification of records for record keeping ready for the logistics in a monthly basis and or as needed.
- Monitor high value transactions, integrity and verify its nature of purpose as well as if any U-turn is happening thru its final destination.
- Register for onboarding corporate customers and conduct (Risk-Assessment Report) RAR on a yearly basis including corporate visit twice a year and or as needed.
- Compile all related documents such as customer registrations, customer modification records, high value transactions, Suspicious Activity Report and Suspicious Transaction Report.

**Work  
Experience**

**Branch Accounting Officer – BAO**

UAE Exchange Centre LLC (Mar 2018 – Oct 2021)

- Time-to-time monitoring of cheques transaction status and clearing process.
- Ensure to release all cheque transaction end of the day.
- Update all branch expenses towards back office system BOS and monitor cash flow movement and establish balanced report end of the day.
- Responsible of recovering cash short and excess are tallied day to day basis.
- Daily reconciliation of branch accounting end of the day closing report for a swift monthly and yearly report for the branch book of accounting.
- Monitor cash flow of the branch, forecast fund for next day operation and funding of foreign currencies to avoid loss based from the online market trends.
- Monitor all cash flows for all cashiers especially the main cashier to facilitate excellent operations and closing procedure end of the day.
- Perform managers checklist of the day as instructed and generate reports end of the day.
- Update ledgers and balance sheets from time to time ready for weekly, monthly, and fiscal year report.

**Regional Mystery Shopper Executive**

Shop'N Chek Philippines (Region 1)  
Part Time (2001 – 2010)

Perform mystery shopping on food chains, car distributors, banking institutions and financial institutions. Accomplish quality standard inspection reports and recommendations relatively on business area and vicinity, employee's manners and service, turn-around time, standard operational procedures, marketing approach that tends to repeat business and customer satisfaction strategies. Conduct telephone inquiry for customer service standards.

**E-Commerce and Information Technology Professor**

AMA Education System (Laoag City, Philippines)  
Northwestern University (Laoag City, Philippines)

Responsible in preparing syllabus for all subjects to teach, prepare time table, make evaluation and exams and generate grades on spreadsheets and upload into online grading system available for all students.

**Sales Executive and customer investigation officer**

K-Servico Electric Appliances and Motors Enterprises  
Laoag City, Philippines

Attend customers and demonstrate the features of the products with a sense on convincing power to sell the products by all means. Arrange and prepare purchase orders, deliver the products door to door, prepare sales report on daily, weekly, monthly basis and report to supervisor from time to time.

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**Personal  
Information**

Name	Roberto Jr Salantes Agustin
Age	44
Birthday	03 September 1979
Birth place	City of Batac, Ilocos Norte, Philippines
Passport	P5172015B
Expiry date	05 May 2030
Driving license	2409296
Expiry date	Oct 2024
Work status	UAE Exchange stopped on management issue. Position: Supervisor (Associates)

**References**

Mr. Bal Raj	Senior Supervisor Fujairah, United Arab Emirates
Mr Prabish PB	055 6083 565 Former Branch Manager Satwa Branch Dubai, U.A.E. 055 5089 321
Mr Bernabe Perez	Branch Supervisor 055 6101 476
Mr Sibi Thomas	Branch Supervisor Ruwais Adnoc branch 050 2419 564

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

**Roberto Jr Salantes Agustin**  
Applicant