



HARLENE BAGACINA MARAVILLA

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Sharjah, United Arab Emirates

WORK EXPERIENCE

REMITTANCE CLERK

GCC EXCHANGE 02/2022 - 04/2024 (UAE)

- Manage incoming calls and inquiries, generate sales leads to acquire new customers, and assess customers needs to ensure satisfaction while building strong customer relationships.
- Cross-selling of foreign currency transactions base on exchange rates for retail customers, communicate rates to my colleagues, preparing transactions (remittance, pension, bills, and WPS), accepting cash and cheque for the payment, accepting bulk cash from corporate transaction, and ensure the cash movement are efficient and accurate including vault and ATM machine.
- Preparing cash bundles for the wholesales and transferring cash to the respected branch via transguard, cash amount should accurate according to limits, adhere compliance procedures and company policies, gathering data and filling the new company for WPS as per the central bank policies, making open look and out look atm to the employees as per company request, releasing and access the pin by collecting document provide by customer, identifying genuine customers, sending emails for the amendment, request and inquiry in different department, and preparing the files for the monthly audit and ensure that all documents prepared and recorded correctly, attending meeting for the AML training and guidelines.
- Maintain the cash balancing, segregation and filling documents , and record daily bank transactions for accurate financial tracking.

FRONT DESK / SALES CUM CASHIER - ALL AROUND STAFF

TURK BAHARATI SHOP 03/2019 - 01/2022 (UAE)

- Welcoming guests and handling incoming phone calls, presenting products to visitors/customers.
- Ensuring all items and equipment are well-maintained, ordering required shop supplies, checking and inventory the delivered and stocks items and keeping track of data during inventory.
- Engaging in sales, evaluating and executing solutions based on clients' requirements, processing payments, monthly cash remittance, conducting barcode inventory checks, monitoring quality, shelf life, and verifying total quantity of items.

CONSIGNOR SALES CONSULTANT

ROBINSON MALL NAGA – NAGA CITY CAM.SUR (PHILIPPINES) 07/2018 - 01/2019

- Welcome clients and visitors when required, manage both incoming and outgoing calls, organize and file daily reports
- Receiving of delivered items, Monitoring and checked the quality, size, quantity, and color/designed, Sorting and displaying of items, Selling and Marketing, Advertise the promotion and discounts.
- Supervise clerical duties like sorting, printing, and sending mails, as well as taking and delivering messages.
- Checking and maintaining Inventory Reports, Collecting the Invoices from the courier and ensuring the items are complete and correct, order necessary materials and supplies, and ensure the smooth operation for my assign area.

SKILLS

- Customer Service
- Problem Solving
- Detail-Oriented
- Data Entry
- Microsoft office
- Professional phone etiquette
- Cash Management
- Reservation Management
- Creativity
- Leadership
- Teamwork
- Positive Attitude

HOSPITALITY SKILLS

- Food Safety
- Sensory
- Quality Assurance
- Data Analysis
- Laboratory Equipment
- Product Development
- Turkish Coffee Knowledge

EDUCATION

COLLEGE OF ENGINEERING AND FOOD SCIENCE

MAJOR IN : BACHELOR OF SCIENCE IN FOOD TECHNOLOGY

Central Bicol State University of Agriculture (CBSUA)

San Jose Pili, Camarines Sur - Philippines