



RHALPH JIMENEZ MASUCBOL

OBJECTIVES

Experienced as a Customer Associate LBC EXPRESS INC. in 8 years in the Philippines, Teller and Cashier in AL FUAD EXCHANGE COMPANY for been 2years and SENIOR TELLER in SEND EXCHANGE 2017 until present with a strong background in compliance and marketing coordination. Skilled in ensuring regulatory adherence, managing compliance processes, coordinating marketing efforts in alignment with central bank policies.

Contact

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WORK EXPERIENCE

❖ SEND EXCHANGE (APRIL 2017 PRESENT)

Senior Teller, Assistant Compliance and Marketing Coordinator

➤ HEAD TELLER

- Managed daily teller operations, including cash handling, customer transactions, and account management.
- Provided exceptional customer service, resolving issues efficiently and maintaining a high level of customer satisfaction.
- Trained and mentored junior tellers, ensuring adherence to company policies and procedures.

➤ ASSISTANT COMPLIANCE

- Monitored and ensured compliance with Central Bank regulations and policies.
- Regularly checked, replied to, and inputted data from the Central Bank's blacklist into the system, preventing regulatory breaches.
- Maintained up-to-date knowledge of compliance requirements and implemented changes as needed.

➤ MARKETING COODINATOR

- Collaborated with the web designer to develop marketing materials compliant with Central Bank policies.
- Assisted in the creation and execution of marketing campaigns to promote company services.
- Conducted market research to identify trends and opportunities for business growth.

AL FUAD EXCHANGE (JUNE 2015 – 2017)

➤ TELLER AND CASHIER

- Processed customer transactions including deposits, withdrawals, and currency exchanges efficiently and accurately.
- Managed cash drawer, ensuring compliance with balancing procedures and minimizing discrepancies.
- Provided excellent customer service, assisting customers with inquiries and resolving issues promptly.
- Maintained up-to-date knowledge of financial products and services offered by Al Fuad Exchange.
- Adhered to all security, compliance, and procedural guidelines to mitigate risks.

LBC EXPRESS INC (JANUARY 2007-2015)

SKILLS

- EXCELLENT COMMUNICATION SKILLS TO BUILD RELATIONSHIP WITH CUSTOMERS FACE TO FACE.
- MULTITASKING AND PRIORITIZATION
- MULTI-LINE TELEPHONE SYSTEM
- ADAPTIVE PERSON
- COMPUTER LITERATE
- STRONG SENSE OF RESPONSIBILITY
- GOOD IN LISTENING SKILL AND LEARN EFFICIENTLY
- GOOD ORGANIZATION AND TIME MANAGEMENT SKILL
- CAN WORK PRESSURE
- ALWAYS PROVIDES EXCELLENT CUSTOMER SERVICE.

➤ CUSTOMER ASSOCIATE

- Cash Transactions: Managed the sending and receiving of cash pickups, ensuring accurate and timely transactions.
- Mail and Parcel Handling: Processed letters, mails, parcels, and cargo with attention to detail and adherence to company protocols.
- Customer Service: Provided excellent customer service by addressing inquiries, resolving issues, and ensuring a positive customer experience.
- Bills Payment Processing: Accepted and processed bills payments efficiently, maintaining accuracy in all transactions.
- Documentation and Reporting: Maintained accurate records of all transactions, prepared daily reports, and ensured compliance with company policies.
- Team Collaboration: Worked closely with team members to ensure smooth operations and provide support during peak times.

EDUCATION BACKGROUND

BS Tourism
Lyceum of the Philippines
Manila, Philippines
2002 - 2004

High School
Regis-Grace Montessori
School Manila, Philippines
1998 - 2002

Elementary
Regis-Grace Montessori
School Manila, Philippines
1992 - 1998