



RHALPH JIMENEZ MASUCBOL

WORK EXPERIENCE

SEND EXCHANGE (APRIL 2017 – AUGUST 2024)

Abu Dhabi, United Arab Emirates

Operations Supervisor, Compliance Assistant and Marketing Coordinator

➤ **OPERATIONS SUPERVISOR**

- Oversee daily operations and staff performance.
- Provided exceptional customer service, resolving issues efficiently and maintaining a high level of customer satisfaction.
- Trained and mentored staff, ensuring adherence to company policies and procedures.

➤ **COMPLIANCE ASSISTANT**

- Monitored and ensured compliance with Central Bank of the UAE 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 – MARCH 2017)

Dubai, United Arab Emirates

➤ **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.

OBJECTIVES

Accomplished Financial Services Professional with 17 years of diverse experience, including 7 years at Send Exchange, 2 years at Al Fuad Exchange, and 8 years at LBC Express. I am seeking to leverage my experience in Operational Supervising, Customer Service, and Regulatory Compliance to contribute meaningfully to a forward-thinking organization dedicated to upholding the highest standards of excellence.

Contact Details

Phone:

+971 556258440

Email:

rhalphjm@gmail.com

SKILLS

- **Operational Efficiency**
Skilled in supporting day-to-day operations, ensuring accuracy and smooth workflows.
- **Customer Service**
Proven ability to deliver exceptional service and handle sensitive information securely.
- **Regulatory Compliance**
Expertise in AML, KYC, and ensuring adherence to financial regulations.
- **Team Collaboration**
Effective team player with experience guiding and working closely with teams.
- **Detail-Oriented**
Strong attention to detail in documentation, reporting, and identifying issues.
- **Problem Solving**
Quick to identify and resolve challenges with practical solutions.
- **Communication**
Clear and concise communicator with strong verbal and written skills.
- **Time Management**
Ability to prioritize tasks and meet deadlines in a fast-paced environment.
- **Work Under Pressure**
Proven capability to remain calm, focused, and effective in high-pressure situations.
- **Versatility**
Able to handle any task or responsibility with confidence, adaptability, and efficiency.

LBC EXPRESS INC. (JANUARY 2007 - FEBRUARY 2015) **Cavite, Philippines**

➤ **CUSTOMER ASSOCIATE**

- **Cash Transactions:**
Managed the sending and receiving of cash pickups, ensuring accurate and timely transactions.
- **Mail, Parcel and Cargo 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.

EDUCATIONAL BACKGROUND

- **2nd Year BS Tourism Undergraduate**
Lyceum of the Philippines
Manila, Philippines
2002 – 2004
- **High School**
Regis-Grace Montessori School
Las Piñas, Philippines
1998 – 2002
- **Elementary**
Regis-Grace Montessori School
Las Piñas, Philippines
1992 - 1998