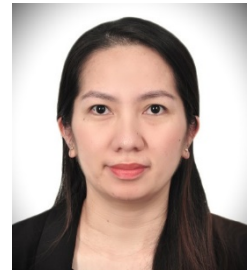


LEIZEL GALICIA ARANCES

BLDG 483 Tiger Gym, Navy Gate Abu Dhabi City, UAE.

Mobile • +971-567531312

Email • leizelgalicia51@gmail.com



Experience Teller with 7+ years of experience in financial institution of providing excellent customer services and handling customer transactions. motivated to maintain customer satisfaction and to contribute company success.

EXPERIENCE

AL ANSARI EXCHANGE LLC.

FOREIGN CURRENCY CASHIER

SEPTEMBER 2021- DECEMBER 2023

- Process customers transaction such as money transfer for domestic and international remittance, buying and selling of foreign currencies, deposit and withdraw salary through WPS, bills payment, opening of account for corporate and WPS account.
- Cross-sells products by informing customers of new services and product promotions, answering inquiries, ascertaining customer's needs.
- Provide high level of customer service, offering answers and assistance with a smile.
- Developed and maintain strong customer relationships resulting increase in customer retention rates.
- Reconcile cash drawers at the end of shift, count package coins and currency, turn to branch manager if there's any excess or damaged currency.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Comply with AML rules policy and procedures of the company.
- Attend all telephone calls and give transfer rate/information as required by the callers.
- Contributes to team effort by accomplishing related results as needed.

AL ANSARI EXCHANGE LLC.

CUSTOMER SERVICE

SEPTEMBER 2020- SEPTEMBER 2021

- Greet and interact with customers help them fill out forms and assist regarding required supporting documents for their transaction in the branch premises.
- Promote and provide product and services information to the customers.
- Respond to all customer and operation related queries.
- Handle customer complaints, provide appropriate solution and alternative within time limit.

- Engage with the customer who are waiting for the queue and treat customers in professional manner.

RBT BANK INC - PHILIPPINES

LOANS CLERK

JANUARY 2016 - FEBRUARY 2020

- Processing approved loans and encoding borrower's personal and loan application data in the Customized Banking System (CBS).
- Processing of loan payment and prepare cashier's check.
- Conduct client's re-briefing during loan releases.
- Responding promptly to customer inquiries.
- Ensure completeness of loan documents required and conditions upon approval.
- Prepare and monitor monthly reports for insurance.
- Balance daily transaction of loan releases.
- Ensure customer satisfaction and provide professional customer support.
- Safekeeping of all loan documents.
- Maintaining a positive, empathetic and professional attitude toward customers at all times.

RBT BANK INC - PHILIPPINES

ASSISTANT LOANS CLERK

FEBRUARY 2015 - DECEMBER 2015

- Assist loans clerk for loan processing and loan documentation.
- Answer telephone calls and queries of clients.
- Assisting all clerical responsibilities within the bank.
- Assist customer on a friendly and respectful manner.
- Filling of loan folders and observed proper loan documentation.

AB ENGINEERING & ALLIED SERVICES - PHILIPPINES

RECEPTIONIST/ADMINISTRATIVE STAFF

FEBRUARY 2013 - JANUARY 2015

- Manage clerical needs of company employees, including copying, faxing and file management.
- Increased customer satisfaction by greeting visitors and promptly and professionally.
- Submit and reconcile expenses report.
- Answer and direct phone calls.
- Assist in the preparation of regular schedule reports.
- Develop and maintain filing system.



EDUCATION

Bachelor of Science in Business Administration - Major in Financial Management

Capitol University, Cagayan de Oro City Philippines – 2009 - 2014

PERSONAL INFORMATION

Date of Birth : April 03, 1993

Nationality : Filipino

Religion: Roman Catholic

Language: Tagalog & English

Visa Status: Husband Visa

Availability to join : Immediately

REFERENCES

Available upon request.