



Jalpa Patel
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OBJECTIVE: Talented Remittance/Bank Teller adept at processing customer transactions, counting money, knowledge of various currency and maintaining balanced cash drawer with high level of accuracy. Trained in all aspects of opening and closing procedure

PROFILE: An independent and organized worker with 10+ years experience performing a wide range of cashier, sales, customer service, admin & management functions. Key capabilities include.

- Sales & Customer service
- Opening & Closing Cash Register
- Accuracy of Transactions
- Document Management
- Office Procedure
- Proficiency in CRM & MS office

SPECIAL SKILL:

- Process Improvement
- Documents Control
- Project Management
- Computer skill

WORK EXPERIENCE

Remittance Clerk

Western Union

2014 – 2024/Edmonton, Canada

- Provided high level customer service through friendly approach, strong professionalism and timely assistance with customer transactions
- Completed high volume money count via manual and machine leading to a 15% increase in revenue accuracy
- Completed special procedure such as verify Identity, phone no. & personal info., exchange rate, sales invoice, signature etc.
- Input all information in system and transaction related documents according to company policy
- Adhere to Anti-Money laundering rules & regulation, policies, and procedures
- Maintained cleanliness of the counter, drawers, tables, and workplace according to office guidelines.
- Kept environment safe and perform everyday cleaning

Bank Teller
Servus Credit Union
2008 to 2014/Edmonton, Canada

- Processed an average 85% transactions daily including deposit, withdrawals and transfers
- Maintained the inventory to assist customers, achieving 95% customer satisfaction
Overseen store
- Exceeded customer served targets in 2023 and received employee of the year award
- Fixed minor error on NCR self serv that decreased customer wait time by 65%
- Executed 450+ credit and cash transactions that 100% matched receipt totals
- Solved customer problems promptly and accurately and recorded a problem solution score above 85%

EDUCATION, TRAINING & CERTIFICATION

Bachelor of commerce – India

PERSONAL INFORMATION

Name: Jalpa Patel
Gender: Female
DOB: 03-Mar-1973
Citizen: Canadian
Driving Licence: Yes
Status UAE: Self Visa (2 Years)
Language: English, Hindi, Gujarati



Reference available up on request