



RHALPH JIMENEZ MASUCBOL

WORK EXPERIENCE

SEND EXCHANGE (APRIL 2017 – AUGUST 2024)

Abu Dhabi, United Arab Emirates

HEAD TELLER AND MARKETING COORDINATOR

- Supervised daily teller operations, ensured accurate cash handling, and resolved complex customer issues.
- Trained and guided junior tellers to maintain operational efficiency and service excellence.
- Assisted compliance team with KYC processes (AML/CFT) ensuring regulatory adherence.
- Monitored all transactions through the Transaction Monitoring System (TMS) to detect any suspicious activities and regularly updated the Integrated Enquiry Management System (IEMS) to ensure compliance with regulatory requirements.
- Collaborated with the web designer to create compelling marketing materials and executed targeted social media campaigns to boost the exchange's brand awareness and customer engagement.

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 the exchange.
- Adhered to all security, compliance, and procedural guidelines to mitigate risks.

OBJECTIVES

Dedicated professional with 17 years of experience in customer service, cash management, and marketing, seeking to leverage my skills to enhance operational efficiency, promote innovative services, and establish impactful partnerships in a dynamic organization committed to growth and excellence.

CONTACT DETAILS

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SKILLS

- **Customer Service Excellence**
- **Cash Handling and Reconciliation**
- **Financial Services Expertise**
- **Operational Efficiency**
- **Service Promotion and Partnership Development**
- **Documentation and Reporting**
- **Troubleshooting and Technical Support**
- **Team Work and Leadership**
- **Time Management**
- **Versatility**

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

CUSTOMER ASSOCIATE

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

EDUCATIONAL BACKGROUND

COLLEGE

2nd Year Tourism Management
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