



SITHU AUNG

REMITTANCE CASHIER

SUMMARY

Having spent over 11 years in customer service and cash handling, I'm passionate about creating positive experiences for customers. My background includes international remittance, where I've developed strong skills in managing transactions and facilitating smooth exchanges. I'm adaptable and committed to excellence, always striving to ensure customer satisfaction. I believe these qualities make me a valuable asset to any team focused on delivering exceptional service.



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Building, Al Rigga,
Deira, Dubai, UAE

EDUCATION

- ❖ **Bachelor of Science (Physics)**
Dagon University
Yangon, Myanmar
Jul 2010 - Sep 2013
- ❖ **Professional Diploma in Financial Management (OTHM-UK) Level-4**
Myanmar Management Institute
Yangon, Myanmar
Sept 2018 - Jan 2019
- ❖ **Single Subject Certificate in Food & Beverage**
YP Education
Yangon, Myanmar
May 2024 - Jun 2024

PERSONAL INFO

Date of Birth : 04 February 1994
Passport No. : MF37****
Nationality : Myanmar
Material Status : Single
Availability : Immediate
Expected Salary : AED 3,200 (Nego)

WORK EXPERIENCE

Siam Commercial Bank Myanmar Limited

Yangon, Myanmar

Cashier Officer



(2021 – 2024)

Delivered excellent customer service by greeting customers, addressing inquiries, and resolving issues professionally. Managed international remittance transactions with strict compliance and handled both internal and external email communications with attention to detail. Stayed updated on banking technologies, contributed to the MIS project for the Central Bank of Myanmar, and performed daily cash balancing and reconciliation for accuracy.

Duties and Responsibilities:

- Provided excellent customer service by greeting customers, addressing inquiries, and resolving issues in a professional and courteous manner
- Handled international remittance transactions, ensuring strict compliance with regulatory standards
- Managed both internal and external email communications, demonstrating professionalism and attention to detail in all interactions
- Stayed updated on new technologies and systems used in banking operations
- Participated in the MIS project for the Central Bank of Myanmar, contributing to the development and implementation of both external and internal reports
- Performed daily cash balancing and reconciliation to ensure all cash-related records were accurate and there were no cash shorts or surpluses

HARD SKILL

- Microsoft Excel
- Microsoft Word
- POS System
- Project Management
- CRM System

SOFT SKILL

- Cash Handling
- Teamwork
- Work able to under pressure
- Time Management
- Multitasking

LANGUAGE

- Burmese : Native
- English : Intermediate

HOBBIES

- Swimming
- Running
- Soccer
- Outdoors
- Camping

Ayeyarwady Bank Public Company Limited

Yangon, Myanmar

Junior Banking Assistant



(2014 – 2016)

Senior Banking Assistant

(2016 – 2018)

Assistant Supervisor

(2018 – 2019)

Supervisor (Chief Cashier)

(2019 – 2021)

Results-driven banking professional with a proven track record in driving record-breaking sales for new products such as mobile banking, credit cards, and debit cards. Recognized for exceeding sales targets and delivering exceptional customer service. Provided strong leadership and guidance, fostering a culture of excellence and accountability. Maintained cash accuracy through diligent reconciliation and ensured operational efficiency by adhering to duty rosters and managing team assignments effectively.

Duties and Responsibilities:

- Played a key role in achieving record-breaking sales for new product launches, including mobile banking, credit cards, and debit cards
- Recognized for exceptional performance, surpassing sales targets, and providing top-tier customer service
- Provided leadership and guidance to team members, fostering a culture of excellence and accountability to achieve sales objectives
- Checked there were no cash shortages or surpluses when customers made cash deposits or withdrawals at the counter
- Ensured cash reconciliation at the beginning of the day and at the end of the day using Excel and the banking system
- Maintained strict adherence to duty rosters and assignments provided by managers, ensuring operational efficiency and team coordination

Myo Thein Electronic Company Limited

Yangon, Myanmar

Sales



(2013 -2014)

Dedicated retail professional skilled in driving sales through exceptional customer engagement and service. Proficient in sales transactions, customer data capture, and aftercare services to build long-term customer loyalty. Effective team player, coordinating sales efforts and maintaining store presentation for optimal sales performance. Experienced in handling various payment methods, including cash, credit cards, and POS systems.

Duties and Responsibilities:

- Actively engaged with customers to understand their needs and preferences, resulting in increased sales and customer satisfaction
- Captured customer data for future contact, building a loyal customer base and facilitating repeat business
- Concluded sales transactions efficiently, ensuring accuracy and professionalism in handling payments by cash, credit cards, debit cards, and gift cards
- Facilitated aftercare services, addressing customer inquiries and concerns to ensure a positive post-purchase experience
- Coordinated sales efforts with team members and other departments, fostering collaboration and maximizing sales opportunities
- Restocked merchandise, organized displays, and maintained store cleanliness to enhance the shopping experience and drive sales