

MARIE ANTONNETTE T. ARROYO

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SUMMARY OF QUALIFICATION

- Almost 11 years of experience in Money Exchange and Remittance Services. Excellent knowledge of in MS Office.
- Handling client / Customer Complaints.
- As operation with banks transfer / Monitoring / Uploading / and Funding.

WORK ATTITUDE

- Hardworking, Honest, Independent, Self-motivated result and detail oriented resourceful and strong initiative.
- Willingness to learn new task and skill, fast learner and able to cope with people in new environment.
- Provide good Customer Service.
- Can work alone and with group even under pressure.

WORK EXPERIENCE

May 17, 2008 to Nov 2019

Al Ahalia Money Exchange Bureau
Senior Customer Relation Executive
/Remittance Officer
Hamdan St, Abu Dhabi, UAE

Duties and Responsibilities:

- Resolving client queries / issues pertaining to the services, ensuring higher customer satisfaction metrics.
- Uploading, transfer Telex transaction Remittance through concern Philippine bank tie ups.
- Funds Balance checking.
- To comply with the Anti-Money Laundering policies and procedures lay down by Central Bank of UAE.
- Sending mail direct concern tie up bank, for Amendment, Cancellation, Refund, transaction thru remittance, and other advisory concern each bank.
- Handling and resolving customer complaints.
- Sending mail for request our client statement of account per bank.
- Verification of bank immediate payment service. • Proper and regular coordination with the banks.
- Filling and maintenance of documents related to auditing and compliance.
- Answers telephone inquiries regarding rates and transfer to request nationality concern.
- Dealing with everyday Philippine tie up bank rate and sending to all branches.

May 11, 2003 to June 14, 2006

Al Ahalia Food Company
Bur Dubai Branch, Dubai, UAE
Counters Staff / Waitress

Duties and Responsibilities:

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer.
- Answering the telephone calls, accept thru delivery.
- Maintaining outstanding standards, cleanliness, and good customer service.
- Over all in charge for the daily sales monitoring and monthly sales report.
- Performed cash count at the end of the day and monitored product on hand. •
- schedule and preparing product inventory.

Preparing Staff weekly duty

May 28, 1998 to June 30, 1999

LAGUNATECH CORPORATION
Laguna Int'l Industrial Park
Biñan , Laguna Philippine
Production Planning Control Position:
Sub -Contractor Controller

Duties and Responsibilities

- Coordinates with department with direct connection or the operation, regarding to
- sub- con items. Check all lacking and shortage materials for records purpose.
- Check actual loading materials for sub-con. Prepare delivery receipt (D.R), farm out
- materials and prepare for raw materials inventory. Communicate to sub-con,
- discuss regarding to completion of materials and status of delivery.
- Prepare P.O forecast, and summary items. • Coordinate and reporting to production manager and supervisor.

June 07, 2001 to October 20, 2001

GEMPHIL WIRING
SYSTEMS INC.
Science Park Cabuyao, Laguna
Philippines

Production Planning Control :
Position: Materials Controller

Duties and Responsibilities:

- Check all actual farms -in materials. Monitor all lacking, shortage,
 - excess materials to production and warehouse
 - Coordinates to production supervisor for reporting of status and completion
 - of materials.
- Prepare for raw materials inventory report.

October 01. 1999 to October 31, 2002

WALTER GARMENT
CORPORATION
Cainta Rizal Philippines

Position: Production Controller
Cutting Department

Duties and Responsibilities:

- Encoding department quantity request per customer order.
- Issuing to department code tag for cutting requirement.

SEMINAR & TRAINING ATTENDED

May 21, 2017	FERG (Foreign Exchange and Remittance Group) " The Anti-Money Laundering Regulations of the Central Bank of the UAE.
August16, 2008	Effective Customer Handling & Service Skills Al Ahalia Money Exchange Bureau Abudhabi, UAE
December 06, 2008	Product Management, Anti- Money Laundering and Customer Service Al Ahalia Money Exchange Bureau Abudhabi, UAE
May 30, 2009 & October 30, 2010 August 15, 2013	Anti- Money Laundering, Product Orientation and Customer Service Al Ahalia Money Exchange Bureau,Abudhabi UAE

EDUCATION

College	ASSOCIATE IN COMPUTER SCIENCE Systems Technology Institute - Ortigas Cainta Rizal, Phillipines April 28, 1998
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PERSONAL DATA

Nickname	Tonette
Date of birth	November 21,
Nationality	1977 Filipino
Gender Status	Female Single