

RONALD GALINDO MONTAÑEZ

Dubai, UAE

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Career Objective

I am seeking a position where my extensive background can thrive, emphasizing ongoing growth in a vigorous and trustworthy setting. Eager to contribute as a key member of your team, I offer a proficient aptitude for tackling obstacles with inventive and successful solutions.

Professional Summary

As a driven professional seeking a dynamic role, I am excited to offer my extensive experience to foster career growth within a vibrant and reliable setting. My approach to problem-solving blends creativity with efficiency, allowing for continuous enhancement of my skill set. I excel in managing office operations with precision and a detail-oriented mindset, ensuring every task is executed flawlessly. My technical acumen spans a wide array of office tools, including multi-line phone systems, copiers, printers, and various computer applications, equipping me to handle the demands of a modern workplace. I pride myself on maintaining a professional and confident presence, bolstered by my ability to forge strong interpersonal connections. Whether working autonomously or collaboratively, I am at my best in fast-paced, high-pressure scenarios, consistently meeting tight deadlines without compromising quality. My robust problem-solving abilities are integral to my professional ethos, guaranteeing a steadfast commitment to excellence in all my endeavours.

Skills

- Leadership
- Customer Service
- Cash Flow Management
- Transaction Recording
- Compliance with Central Bank Regulations
- Problem Solving
- Team Collaboration
- Adaptability
- Computer Networking
- IT Support

Employment History

Assistant Supervisor

Mesrkanloo International Exchange, Dubai, UAE

January 2023 – Up to Present

- Overseeing the work of employees, providing guidance, and ensuring that tasks are completed and to a high standard.
- Handling customer inquiries and complaints, ensuring a positive experience for clients and resolving issues promptly.
- Assisting in the development and implementation of policies and procedures to improve productivity.
- Assisting with budgeting, forecasting, and financial reporting to support the financial health of the business.
- Organising training sessions for staff, helping to develop their skills and knowledge.
- Supporting sales initiatives and marketing campaigns to drive business growth and achieve targets.
- Overseeing stock levels, ordering supplies, and ensuring that inventory is managed effectively.

Assistant Supervisor

Al Ghurair International Exchange, Dubai, UAE

October 2020 – December 2022

- Streamlined cash flow management for staff at shift start, guaranteeing accurate branch currency balances.
- Skilled in conducting complex financial transactions such as foreign currency exchange, WPS, GPSSA, and credit card processing.
- Ensured smooth bank transfers and customer remittances in compliance with Central Bank of UAE guidelines.
- Kept precise transaction records and promptly addressed customer concerns, enhancing service quality.
- Offered strong support to branch team, reinforcing strict adherence to internal controls and policy compliance.

Cashier / Teller

Al Ghurair International Exchange, Dubai, UAE

January 2019 – September 2020

- Processing foreign currency transactions, including deposits, withdrawals and transfers.
- Accept checks, cash, and other forms of payment from customers.
- Answer questions from customers about their accounts.
- Prepare specialized types of funds, such as traveler's checks, savings bonds, and money orders.
- Exchange dollars for foreign currency.
- Order bank cards and checks for customers.
- Record all transactions electronically throughout their shift.
- Count the cash in their drawer at the end of their shift and make sure the amounts balance.

Data Transcriptionist

Conduent of the Philippines, Cebu City, Philippines

August 2010 - May 2017

- Transcribe audio recordings into written documents.
- Proficiently managed and expedited the transcription of data from American servers, guaranteeing precise integration into the database.
- Achieved outstanding task completion with a focus on speed and accuracy, maintaining high standards of operational effectiveness.

Education

Bachelor of Science in Computer Engineering

STI College Surigao, Surigao City, Philippines

June 2004 – May 2010

- Designed and developed system-based products and complex digital logic devices.
- Performed computer networking and IT support.

Professional Development

- **CompTIA Security+ Certification:** Completed in 2022, focusing on network security, compliance, and operational security.

- **Project Management Professional (PMP) Certification:** Achieved in 2021, covering project management principles and methodologies.
- **Advanced Excel Training:** Completed in 2020, enhancing skills in data analysis, pivot tables, and complex formulas.
- **Customer Service Excellence Workshop:** Attended in 2019, focusing on advanced customer service techniques and communication skills.

Additional Information

- **Age:** 40
- **Date of Birth:** 27 December 1983
- **Marital Status:** Married
- **Citizenship:** Filipino
- **Language Proficiency:** English, Tagalog
- **Awards and Recognitions:** Employee of the Month, Al Ghurair International Exchange
- **Hobbies and Interests:** Blogging about financial markets, Playing chess
- **Publications:** "The Impact of Digital Currency on Traditional Banking," Financial Times
- **Professional Memberships:** Member, Institute of Financial Services
- **Additional Skills:** Advanced Excel Skills, Public Speaking