

ABEGAIL AMPLAYO



Contact

Address:
DIP 2, DUBAI, UNITED ARAB
EMIRATES

Phone:
+971 543 266 624

E-mail:
amplayoabegail2@gmail.com

Additional Skills

- Customer Service Excellence
- Attention to Detail and Accuracy
- Multitasking and Time Management
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Cash Handling and Reconciliation

Professional Summary

Organized and resourceful professional with a strong background in administrative support, customer service, and financial operations. Skilled in managing records, coordinating tasks, and maintaining accuracy in documentation. Proficient in using office software and tools to streamline workflows, track data, and ensure efficient operations.

Work Experience

JUNE 2020 - DECEMBER 2024

LULU INTERNATIONAL EXCHANGE LLC - DUBAI, UAE
FC CASHIER/ADMIN

- Preparing, organizing and storing information in paper and digital form
- Develop and carry out an efficient documentation and filing system
- Dealing with queries on the phone and by email
- Identifies and resolved discrepancies in daily cash records, minimizing losses
- Trains junior staff on compliance procedures and cash handling best practices.
- Verifies authenticity of banknotes and identified counterfeit currency using specialized tools
- Accurately handles foreign currencies exchange transactions, ensuring compliance with exchange rates and company policies
- Provides excellent customer service by assisting clients with inquires about currency conversion, rates, and processes
- Handles large sums of money with a high degree of accuracy and attention to detail
- Recognizes achieving high accuracy in transactions and customer satisfaction
- Maintained updated knowledge of global currency trends and exchange regulations

MARCH 2018 - MARCH 2020

AYA AL HAJ TRADING LLC (KARAKEEB OUTLET) - DUBAI, UAE
SALES ARCHIVE / SECRETARY

- Respond to and manage all incoming and outgoing communication, including emails, phone calls
- Manage office supplies and equipment, including ordering and restocking
- Take dictation and minutes and accurately enter data
- Produce reports, presentations and briefs
- Provides exceptional customer service, assisting customers with inquiries, product recommendations, and issue resolution
- Accurately processed sales transactions, including cash, card, and other payment methods, while maintaining a professional and friendly demeanor
- Collaborates with sales team to monitor inventory levels, restock products, and maintain store organization
- Manages and maintains the sales archive system, ensuring accurate organization and easy access to records
- Contributes 15% increase in store efficiency by improving inventory management and workflow processes
- Collaborates with sales team to monitor inventory levels, restock products, and maintain store organization

MAY 2015 - NOVEMBER 2017

OCEAN FAST FERRIES INC. - PHILIPPINES

TELLER/ADMIN

- Assists customers with all their complains
- Assigned in all office tasks by answering emails from head office and operation problems
- Making the report for all daily transactions at the end of the shift
- Maintaining and balancing cash drawers and reconciling discrepancies
- Keeping customers' personal information confidential

Education

2015

HOLY NAME UNIVERSITY - Bohol, Philippines

- Bachelor of Science Tourism Management

Languages

ARABIC	—	VERBAL
HINDI	—	VERBAL
ENGLISH	—	VERBAL/WRITING