

# Myla R Mercado

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Abu Dhabi, UAE



## CAREER OBJECTIVES

I am eager to excel in the challenging environment of a prestigious organization, where I can offer my professional services in the field of where there will be enough scope to demonstrate my ability and meet high personal performance standards exceeding customer satisfaction to promote and achieve the organization's goals and objectives.

## CREDENTIALS HIGHLIGHTS

Experience in supervising and retail banking, with special emphasis on Branch Operation, customer services, handling foreign and local currency exchange and deposits, direct sales and marketing, with strong interpersonal and decision making skills.

## PROFESSIONAL EXPERIENCE

**Lulu International Exchange LLC as Foreign Currency Cashier ( FC )**  
( March 17, 2017 to Present )

**Lulu International Exchange LLC as Front Line Associate ( FLA )**  
( March 17, 2012 to March 16, 2017 )

**Lulu International Exchange LLC as Admin Receptionist/ Purchasing ( )**  
( As needed in Global Head Quarter – once to twice in a year minimum 1 month maximum 3 months as Front Desk Clerk )

### Key Responsibilities:

- One (1) to Three (3) months being Receptionist in a Year as needed
- Managed purchase orders, invoices, and other related documents for purchasing transactions
- Developed and implemented policies and procedures to ensure efficient purchasing operations
- Caters internal and external guests through telephone, emails
- Greet the customer upon arrival in the branch and provide quality service at all times
- Knowledge in doing Remittances, Western Union, Credit Card Payment, Receipt Voucher, WPS Deposit and Disbursement, Account Opening and Telex Transfer ( Local and International Bank to Bank Transfers ) and Drafts.
- Processing of transactions and cash balancing for local and Foreign Currencies
- Buying and Selling of Foreign Currency
- Balancing end of the day cash for branch funding and drafts, monitors cash flow branch limit.
- Daily Preparation of teller's proof sheet cash transactions
- To comply with the Anti-Money Laundering policies and procedures lay down by Central bank of UAE.
- Vigilant and aware in doing any kind of transactions and submit report to the relevant authorities on a timely basis
- Resolving customers queries / issues and cases pertaining to the services, ensuring higher customer satisfactions metrics
- Answer telephones and in person inquiries and complaints

**Madison Retailers Incorporation (Vanheusen Apparel) as Store Supervisor**  
**October 03, 2008 – February 28, 2011**

**Key Responsibilities:**

- Monitoring and maintaining all delivery stocks from time to time
- Responsible for all performance and maintain visual presentation standard that are consistent with the company's philosophy and direction
- Responsible for doing reports particularly, inventory, daily sales records
- Take an active role and proficient in all operational policies and procedures
- Demonstrate professional image and conduct and support all company policies

**Star Appliance Center Inc. As Counter Cashier**  
**April 24, 2008 – September 24, 2008**

**Key Responsibilities:**

- Accept payment through cash or card
- Responsible in safe dropping the money
- Maintain brilliant customer services and healthy working relationship with co-employer and co-worker
- Double check the cash received cash paid out and complete all transaction efficiently and effectively
- Performs duties assigned by Store in Charge and Supervisor
- Satisfies customer needs and wants

**EDUCATIONAL ATTAINMENT**

2023 - 2023	Nursing Assistant Course	Trust Asian Training Center, Abu Dhabi UAE
	Caregiving Course	Trust Asian Training Center, Abu Dhabi UAE
	Basic Life Support	Trust Asian Training Center, Abu Dhabi UAE
2004 – 2008	Bachelor of Science in Nursing	University of Baguio, Philippines
2000 - 2004	Naguilian National High School	Naguilian, La Union Philippines
1995 - 2000	Naguilian Elementary School	Naguilian, La Union Philippines

**KEY SKILLS**

- **Written Communication Skills**—attended an intensive report
- **Language Skills**—written and spoken English
- **Oral Communication Skills**—took active part in monthly meeting
- **Ability to work independently**—worked under minimal supervision and Good control handling and ability to work in any situation
- **Team Work**—has worked as part of monthly store meeting in operation
- **Computer Skills**—like MS Office, MS Excel (basic knowledge).
- **Customer Service Oriented**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

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