



BOBIE BENITEZ

OBJECTIVES

To be part of a highly dynamic company where I could submit myself to even greater responsibilities and offering opportunities for personal development & advancement of my career.

Work Experience

SHIFT IN CHARGE

Al Ghurair Exchange, Dubai UAE

2013 - 2024

- **Delivered Outstanding Customer Service:** Ensured client satisfaction and engagement by providing tailored service, facilitating cross-selling opportunities, and maintaining a high standard of service excellence.
- **Executed Financial Transactions:** Efficiently processed a range of financial transactions, including remittances, foreign currency exchange, WPS (Wage Protection System) disbursements, pension, VAT, credit card, and utility bill payments.
- **Monitored Forex and TT Rates:** Regularly tracked and updated forex and TT rates, ensuring competitive and precise pricing for clients.
- **End-of-Day Reconciliations and Reporting:** Conducted thorough end-of-day reconciliations, balancing cash and cheques against digital records for accuracy; managed daily financial close-outs, balanced currency reserves, and prepared detailed reports.
- **Compliance and Documentation:** Verified client documentation to ensure compliance with regulatory standards, maintaining strict adherence to established guidelines.
- **Payroll Administration:** Administered monthly payroll processing through the WPS, including accurate journal entries and meticulous record-keeping.
- **Petty Cash Management:** Oversaw petty cash operations, monitoring daily expenditures, conducting detailed monthly reconciliations, and managing invoice filing and submission to the accounts department.
- **AML Records and Reporting:** Maintained detailed Anti-Money Laundering (AML) records and prepared comprehensive reports to ensure compliance and support audit requirements.
- **Internal Communication and Updates:** Distributed memos and guidelines to keep staff informed of updates, ensuring alignment with current procedures and compliance standards.
- **Cash Deposit Preparation:** Organized and prepared cash deposits for secure collection by Transguard Services and for ATM Machine deposit, ensuring accurate handling and documentation.

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Skills

- Good interpersonal relations and communications skills.
- Proven initiative and work with minimal supervisions.
- Can handle pressure gracefully, flexible and multi-tasking.
- Dynamic and hardworking and highly motivated.
- Can handle currency and financial transactions accurately.
- Proven ability to build strong relationships with customers by understanding their needs and providing tailored solutions.

Education

Degree Holder: Bachelor of Science in Business Administration
Major in Management
UNIVERSITY OF THE EAST
Philippines 1995 - 1999

Language

English
Tagalog

Nationality

Filipino

SENIOR BANK TELLER**Banco de Oro - Manila, Philippines****2000 - 2011**

- Customer Service Excellence: Delivered exceptional service by expertly handling transactions, enhancing client satisfaction, and ensuring operational efficiency.
- Proactive Issue Resolution: Addressed customer inquiries with personalized support, offering tailored financial solutions to meet individual client needs.
- ATM Cash Management: Managed ATM cash flow with precision, ensuring accountability, operational functionality, and uninterrupted access to funds.
- Secure Cash Loading for ATMs: Oversaw the secure loading of cash into ATMs, guaranteeing reliable service and continuous availability of funds.
- Trip Ticket Documentation: Accurately recorded arrival and departure times on trip tickets to maintain clear travel logs.
- Deposit Slip and Logbook Signing: Signed duplicate portions of deposit slips and ensured the client representative's signature in the DPU Teller's logbook for transaction verification.
- DPU Verification: Conducted required DPU verifications per the DPU client's Memorandum of Agreement, upholding procedural standards.
- Cash and Check Deposit Processing: Performed bundle counts of cash deposits by denomination in the presence of the Branch Cashier; recorded check deposits on a separate deposit slip for clarity.