



Brandon Galang

San Fernando, Pampanga, Philippines

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PROFESSIONAL SUMMARY

Detail-oriented professional with top skills in customer relations, problem-solving and recordkeeping. Talented in addressing different service and product problems with thorough and positive style.

SKILLS

Fast Learner

Vigilant And Alert

Excellent in Customer service

Proficient Computer Skills (MS Office)

CERTIFICATIONS AND LICENSES

- Anti-Money Laundering Seminar, 08-05-2019, Abu Dhabi, UAE
- The Anti-Money Laundering Regulations, 14-02-2016, Abu Dhabi, UAE
- Seminar Modernity of Airport and Flight Attendant Experience, 10-08-2012, Holy Angel University, Angeles City Pampanga Philippines
- Cruise Orientation Seminar, 03-04-2013, Puerto Princessa Palawan, Philippines

EDUCATION

Holy Angel University 2010 – 2014

Angeles City, Pampanga Philippines | Bachelor of Science in Tourism Management

New Era University Pampanga Branch 2006 – 2010

City of San Fernando, Pampanga, Philippines | Secondary Education Highschool

St. Scholastica's Academy 2000 – 2006

City of San Fernando, Pampanga Philippines | Primary Education Elementary

EXPERIENCE

Customer Service Officer

Sep 2023 – Jan 2025

Lari Exchange - Abu Dhabi, UAE

- Greet customers as they arrive in the store and provide them with information about products and/or services
- Enter transactions in the cash register and provide customers with the total bill
- Pleasantly deal with customers to ensure satisfaction
- Respond to customers complaints and resolve their issues.
- Exchanging foreign currency
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts in a timely manner

Teller / Cashier

Dec 2020 – Jul 2023

Al Jazira Exchange - Abu Dhabi, UAE

- Greet customers as they arrive in the store and provide them with information about products and/or services
- Enter transactions in the cash register and provide customers with the total bill
- Pleasantly deal with customers to ensure satisfaction
- Respond to customers complaints and resolve their issues.
- Exchanging foreign currency
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts.
- Tallied cash in tilt end of the day
- Controlling all the documents (Scan the paper documents and organize on the secure place)
- Invoicing customers handled and process transactions ensure their transactions are processed, reconciled accurately and in a timely manner.

Counter Staff / Casheir

Sep 2015 – Oct 2019

Delma Exchange - Abu Dhabi, UAE

- Greet customers as they arrive in the store and provide them with information about products and services
- Pleasantly deal with customers to ensure satisfaction
- Respond to customer complaints and resolve their issues
- Sort and count currency and coins
- Issue receipts and change to customers
- Process exchange and refunds
- Ensure that all counters have enough cash
- Checking of daily rates
- Perform the duties of customer services representative when required

Reservation Agent

May 2014 – Mar 2015

FONTANA HOTEL AND VILLAS FONTANA SPRING LEISURE - Clark Pampanga, Philippines

- Welcoming customers upon entrance and confirming reservations
- Acting as the point of reference for guests who need assistance or information and attending to their requirements
- Understanding customer's needs and providing them with personalized solutions by suggesting activities and facilities provided by the hotel