



CHRISTIAN JHON IBANEZ

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Professional Summary

I am a committed, dedicated and hardworking Customer Service Officer/Cashier and Admin Assistant with a passion for providing outstanding customer service skills, problem solving and well organized. In my current role, having the needs of the customer and the reputation of the organization at heart. I have dealt with customers complain and inquiries face to face over the phone and via email.

My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

Skills

- Time management
- Customer service
- Self-motivated
- Attention to detail
- Communication
- Multitasking

Work History

Customer Service Associate/Cashier/Teller
Emirates India International Exchange (Dubai)
September 2017 – November 2023

- Provide support remittance transaction and information to customers, over the counter and by phone by courteous manner at all times
- Establishes local and international exchange rates for retail customer based on market fluctuations, executes cash transactions for clients in local and foreign by trading other currencies.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Advises international clients on foreign markets and fluctuations and ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Process Wages Protection System (WPS) for new and existing company.
- Suggest effective ways through which the company can promote its products and services and increase customer satisfaction
- Handle support and make transactions for customers or corporate business, including receiving all cheque payments, for shipping and logistics service transactions.
- Maintains a cash float and follows balancing and reconciling procedures, prepares 'End of Day' sheet at the close of each business day.

Admin Assistant (Dubai)
Global Team Interior Décor and Building Maintenance
April 2014 – July 2017

- Answer incoming calls and respond to customers inquiries in a courteous manner within scope of knowledge and authority and refer to appropriate department.
- Provide assistance to clients in person, on email, or telephonically
- Schedule meetings or telephone conference between the clients and management.
- Make preliminary assessment of important documents, reports, and other materials.
- Manage inventory of office supplies and assist in organizing office activities.
- Handle incoming and outgoing transactions by using and monitoring in computer data system.
- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the back.

Customer Service/Waiter
Papparoti Cafe (Dubai Mall)
February 2012 – March 2014

- Greet and welcoming customers by assisting and helping them to seat and offer café menus, answer question about menu offerings, take order and deliver them in timely manner.
- Promote and make menu recommendations and inform customer for any daily specials, answer any questions about menu items and do upselling if needed.
- Follows necessary safety and healthy rules and regulations and all customer service guidelines.
- Cashing out bills and returning change as needed. Keeping tables and chair cleaned and in order for the next guest.

Personal Information

Nationality - Filipino
Visa Status - Visit Visa
Availability - Immediately

Education

Year 2003
AMA Computer College of Manila
Diploma In Computer Technology