



# MARIE ANTONNETTE TATAD ARROYO

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## EXPERIENCE

**COMPANY: AL AHALIA MONEY EXCHANGE BUREAU**

**POSITION: SENIOR CUSTOMER RELATION EXECUTIVE  
/ REMITTANCE OFFICER**

**PERIOD: MAY 17, 2008 TO NOV 2019**

### **Duties and Responsibilities**

- Resolving client queries / issues pertaining to the services, ensuring higher customer satisfaction metrics. Uploading, transfer Telex transaction Remittance through concern Philippine bank tie ups.
- Funds Balance checking.
- To comply with the Anti-Money Laundering policies and procedures lay down by Central Bank of UAE.
- Sending mail direct concern tie up bank, for Amendment, Cancellation, Refund, transaction thru remittance, and other advisory concern each bank.
- Handling and resolving customer complaints.
- Verification of bank immediate payment service. Proper and regular coordination with the banks.
- Dealing with everyday Philippine tie up bank rate and sending to all branches.

**COMPANY: AL AHALIA FOOD COMPANY BUR DUBAI  
BRANCH, DUBAI, UAE**

**POSITION: COUNTERS STAFF / WAITRESS**

**PERIOD: MAY 11, 2003 TO JUNE 14, 2006**

### **Duties and Responsibilities:**

- Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer.
- Maintaining outstanding standards, cleanliness, and good customer service.
- Performed cash count at the end of the day and monitored product on hand.
- schedule and preparing product inventory.

## SEMINAR & TRAINING ATTENDED

May 21, 2017

**FERG (Foreign Exchange and Remittance Group)  
"The Anti-Money Laundering Regulations of  
The Central Bank of The UAE.**

August 16, 2008 & August 16, 2013

## CONTACT

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**Email: mneth.arroyo@gmail.com** ■

**Villa 15 Mouza Al Suwaidi St**

**Al Falah Abu Dhabi**

## SUMMARY OF QUALIFICATION

- Almost 11 years of experience in Money Exchange and
- Remittance Services. Excellent knowledge of in MS Office.
- Handling client / Customer Complaints.
- As operation with banks transfer / Monitoring/ Uploading

## WORK ATTITUDE

- Hardworking, Honest, Independent, Self-motivated result and detail oriented resourceful and strong initiative.
- Willingness to learn new task and skill, fast learner and able to cope with people in new environment.
- Provide good Customer Service.
- Can work alone and with group even under pressure.

## EDUCATION

### **College:**

ASSOCIATE IN COMPUTER SCIENCE

Systems Technology Institute - Ortigas Cainta  
Rizal, Philippines April 28, 1998

PERSONAL DETAILS

Nickname : Tonette  
Date of birth : November 21, 1977  
Nationality : Filipino  
Gender : Female  
Status : Single

LANGUAGE

English  
Tagalog

**Anti- Money Laundering, Product Orientation  
And Customer Service**  
**Al Ahalia Money Exchange Bureau, Abu Dhabi  
UAE**

**COMPANY: LAGUNATECH CORPORATION**  
**LAGUNA INT’L INDUSTRIAL PARK BIÑAN , LAGUNA**  
**PHILIPPINE**  
**POSITION: PRODUCTION PLANNING CONTROL SUB -**  
**CONTRACTOR CONTROLLER**  
**PERIOD: MAY 28, 1998 TO JUNE 30, 1999**

**Duties and Responsibilities**

- Coordinates with department with direct connection or the operation, regarding to
- sub- con items.
- Check all lacking and shortage materials for records purpose.
- Check actual loading materials for sub-con.
- Prepare delivery receipt (D.R), farm out
- materials and prepare for raw materials inventory.
- Communicate to sub-con,
- discuss regarding to completion of materials and status of delivery.
- Prepare P.O forecast, and summary items. •
- Coordinate and reporting to production manager and supervisor.

**COMPANY: WALTER GARMENT CORPORATION**  
**CAINTA RIZAL PHILIPPINES**  
**POSITION: PRODUCTION CONTROLLER CUTTING**  
**DEPARTMENT**  
**PERIOD: OCTOBER 01. 1999 TO OCTOBER 31, 2002**

**Duties and Responsibilities:**

- Encoding department quantity request per customer order.
- Issuing to department code tag for cutting requirement.

DECLARATION

I declare that all the facts given above are genuine to the best of my knowledge and belief.