

NIELYN FUENTES BACHILLER

Foreign Cashier/Cash Custodian

Customer Service Representative

FrontLine Associate

Receptionist

Highly motivated and detail-oriented Exchange Teller with a strong financial background and a dedication to providing exceptional customer service.
Seeking to leverage my currency exchange expertise and commitment to accuracy in a challenging financial institution where I can contribute to efficient and secure currency exchange services while ensuring client satisfaction."

"Personable and organized Receptionist with excellent communication skills and a warm, welcoming demeanor. I am eager to join a dynamic team in a professional setting where my front desk management and administrative abilities can be utilized to create a positive first impression for clients and visitors, streamline office operations, and enhance overall customer satisfaction."



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Satwa Dubai UAE

EDUCATION

NATIONAL COLLEGE OF SCIENCE & TECHNOLOGY

DASMARINAS CAVITE (PHILIPPINES)

Bachelor of Science in Computer Science

October 2005 - March 2010

TRAINING ATTENDED

SOCIAL SECURITY SYTEM (SSS PHILIPPINES)

Encoder/Clerk/Customer Service/Receptionist

PROFILE

VISA STATUS

TOURIST VISA

EXPIRY DATE

JANUARY 26, 2024

CAN JOIN IMMEDIATELY

EXPERIENCE

ALFALAH EXCHANGE/LULU INTERNATIONAL EXCHANGE (ABU DHABI UAE)

Foreign Cashier/Customer Service Representative/FrontLine Associate

April 7, 2015 - September 25, 2017

Conducted foreign currency exchange transactions with precision, ensuring accuracy and compliance with regulations

Provided exceptional customer service, addressing client inquiries and concerns regarding currency exchange rates, fees and related services

Managed cash and currency inventory with meticulous attention to detail, preventing discrepancies and minimizing financial risks

In charge for Managing and processing individual transactions efficiently with company standard and procedure

Ensure online encoding of transactions are followed

Promote company promotional offers on client loyalty cards/ programs

Make sure that balance check on cash register are finalize before and after shift

Determine and ensure resolve all clients complaints with following company policy and procedures

In charge accepting purchase and selling Foreign currency/ Money Exchange

In charge accepting payables transactions thru all money remittance around the world

Encashment transaction/Receivable thru western union, instant cash and express money

In charge for assisting customer and processing of Wages Protection System (WPS)

Handling Petty Cash /Administers and respond to office emails specially orders and inquiries

In charge Monitoring of stationery request

Tracking of sales demand and create guidelines on product line calendar/ perform cash and inventory count sales & customer service

System Using: Systematic Exchange System(SYMEX)/Your Own Money System(YOM)

FLYING FUTURE SERVICES INC. (PHILIPPINES)

E-Commerce Assistant

August 6, 2018 - February 28, 2023

Involve in conceptual development of all email communications with the team, responds accurately with the customer inquiries

In Charge for Monitoring and keeping customer files including their transactions deposit, withdrawal and customer online transfer

Ensuring transactions are completed in an efficient manner with a high level of accuracy

Ensuring all tasks and checks are completed

Performs administrative tasks such as filing, generating reports and maintaining mail correspondence

Provides support and information to customers over the counter, email and by phone calls

Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day

Ensuring all transactions, online transfer, transaction deposit and withdrawal details of the customer is checked and accuracy

Welcome and greeted visitors, clients and employees with a warm and professional demeanor, creating a positive first impression

Managed a multi-line phone system, efficiently handling incoming calls and directing them to the appropriate personnel, enhancing office communication

Schedule appointments and meetings, ensuring optimal use of time and resources

Maintained a clean and organized front desk area, creating a welcoming and professional environment

Proficient in using office software and technology, facilitating accurate record-keeping and task management

Demonstrated strong problem-solving abilities when addressing visitor inquiries, complaints, and various administrative tasks

Collaborated with colleagues to assist in administrative tasks, contributing to a smooth and efficient office operation

LBC EXPRESS INC (PHILIPPINES)

Customer Associate/Cashier/Cash Custodian

June 1, 2010 - January 10, 2015

Maintaining High Standard of Customer Service at all times

Managing Petty Cash Fund and preparing daily sales report

Answering Phone calls inquiries and email communication

In charge for accepting Remittance and Courier

Bills acceptance and processing thru Payment Center Point of sales system (Cash/ Check Payment)

System Using: Point of Sales (POS)