



**JAMEELA SHAYNE
BIASON CABALLERO**

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Station, Dubai, UAE



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CAREER OBJECTIVE:



Seeks a varied role that will allow me to consolidate both my education and professional background, expand my knowledge and provide opportunities for personal and career growth.



EXPERIENCES:

**Assistant Supervisor (October 5, 2021 – Present)
Redha Al Ansari Exchange
Dubai, UAE**

- Branch Compliance Officer
- Monitor team Quality Assurance levels, to ensure quality standards are met
- Monitor team capacity, optimally and equitably distributed workload
- Partners with Customer Care Product Support Managers to proactively develop Customer Care Support plans for new product roll-outs
- Effectively evaluates data and develops strategies to ensure that all areas of the business are managed effectively with a focus on meeting and exceeding long and short-term business objectives
- Collaborates with all department stakeholders to ensure end-to-end excellence
- Works with other members of Operations to deploy world-class support for new products and service in support of overall department and company objectives
- Supports employee development through training, coaching and regular feedback
- Fosters team spirit and high employee morale

Banker/Transfer Clerk (September 25, 2019 – October 4, 2021)

- Bank (TT) Transactions for worldwide remittances
- Western Union Front Line Attendee (Send and Receive transactions)
- Customer service and front office operations to Cash Operations, WPS operations, processing all sub products.
- Doing amendments, refunds and stop payments
- Answering inquiries through walk in and phone calls
- Filing of routine documents such daily vouchers, letters, etc.
- Preparation of daily reports to the Manager/Supervisor
- Update ourselves on Anti-Money Laundering/CFT and KYC Policy.

Job Order Employee (July 2017 – August 2018)

Local Government Unit of Dagupan (City Engineering Office – Tondaligan Park)

Pangasinan, Philippines

- Liaison Officer
- Assistant/Secretary of the Administrator
- Assisting tourists and clients (Customer Service).
- Accountable on doing the daily and monthly reports of the entrance fee Tickets sales.
- Monitoring the flow of Office Supplies, Materials Expenses, Office Equipment, and others.
- Doing follow-ups on different departments for the ongoing projects/repairs in the park.
- Responding to letters.
- Organizing schedules of our office employees.
- Assisting inventory officers on monitoring our Office's Machineries, Equipments and Vehicles.
- Additional helping hand when in need of man power on clean ups.



EDUCATION:

PHINMA-University of Pangasinan (2012-2016)
Bachelor of Science in Business Administration
Major in Financial Management



ELIGIBILITY:

Civil Service Examination (Professional) – 80.46%
March 12, 2017
Pangasinan State University, Lingayen, Pangasinan

Civil Service Examination (Sub-Professional) – 81.48%
November 20, 2016
Lyceum Northwestern University, Dagupan City, Pangasinan



SEMINARS AND TRAININGS ATTENDED:

SAP Business One
PHINMA – University of Pangasinan
Dagupan City, Pangasinan
June 2015 - October 2015

Data Privacy Law Seminar
City Museum
Dagupan City, Pangasinan
July 21, 2017

AMLA Training
Redha Al Ansari Mngt Office
Deira, Dubai, UAE
October 7, 2019



SKILLS AND TRAITS:

- ✓ Handling Financial Transactions
- ✓ SAP Business One
- ✓ Intuitive and adaptable communicator
- ✓ Detail and accuracy oriented
- ✓ Proficient in Microsoft Offices
- ✓ Consummate work ethic and productivity
- ✓ Organizing and Planning
- ✓ Good Customer Services



PERSONAL BACKGROUND:

Date of Birth	:	November 26, 1996
Place of Birth	:	Dagupan City, Pangasinan, Philippines
Civil Status	:	Single
Nationality	:	Filipino
Height	:	5'5
Religion	:	Catholic
Passport No.	:	P3758477A
Visa Status	:	Employment/Resident

I hereby certify that all facts contained in this document are true to the best of my knowledge and that all my references could surely vouch for my integrity and conduct.

Jameela Shayne B. Caballero