



# ROMEL TOREJAS

FILIPINO | EMPLOYMENT VISA

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📍 Hamdan St., Abu Dhabi, UAE

## PERSONAL SUMMARY

An ambitious, energetic, enthusiastic, open-minded individual offering a strong work ethic and determination to complete tasks in a timely manner. Familiar with central bank guidelines with respect to money laundering and other regulatory requirements. Capable of working within a fast paced and challenging environment, proficient with communication and multi-tasking. Competent in the use of Microsoft Tools. Currently looking to work for a company like yours, that not only provides a stimulating and challenging environment but also opportunities for career growth and development.

## ONLINE MONEY TRANSFER SOFTWARE

- Casmex Software

## EDUCATION

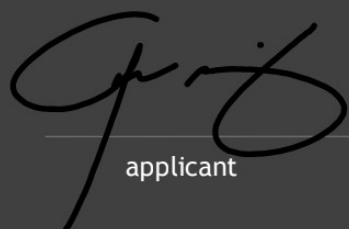
Zamboanga City State Polytechnic College  
BS in Refrigeration and AC Technology  
Zamboanga City, Philippines, 7000  
2006 - 2010

## TRAINING

Anti-Money Laundering Act UAE  
Abu Dhabi, UAE  
July 2021

## KNOWLEDGE & PERSONAL SKILLS

- Well-versed in using Microsoft Office such as Excel, Outlook, Word
- Good numerical and literacy skills and can work accurately within deadlines
- High attention to details, proactive team player, able to multi-task, meticulous and work independently with minimum supervision

  
applicant

## WORK EXPERIENCES

Federal Exchange  
Abu Dhabi, UAE  
Dec 2019 - Present



### Customer Relation Executive (Counter Staff)

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages
- Carry out smooth and error -free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction
- Prepare end of day report cash reconciliation
- Authorize transaction of remittances in the absence of the branch-in-charge

Nat'l Corporation for  
Tourism & Hotels  
Abu Dhabi, UAE  
Aug 2019 - Dec 2019



### Office Assistant

- File of documents
- Monitor the use of equipment and supplies within the office
- Deal with queries or requests from the visitors and employees
- Assist receptionist, secretaries, or other administrative assistants in performing their duties
- Coordinate with the maintenance and repair of office equipment

Micro-Entrepreneurs'  
Multi-Purpose  
Cooperative  
Zamboanga City,  
Philippines  
Jan 2012 - Jan 2019



### Development Officer (Loan Officer)

- Attracts potential customers by answering product and service questions; suggesting information about other products and services
- Opens customer accounts by recording account information
- Maintains customer records by updating account information
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Recommends potential products or services to management by collecting customer information and analyzing customer needs