



ANALYN M. MACALINO

CONTACT

- +971 50 580 2912
- anallynmacalino@yahoo.com
- Abu Dhabi, U.A.E.

SKILLS

- Adaptability
- Oral communication
- Customer service
- Organization and time management
- Ability to work well with a team
- MS Office (Word, Excel)
- Basic Accounting
- Operating of Fax Machine, Photocopying, and Typing

LANGUAGES

English Filipino

EDUCATION

**BACHELOR OF SCIENCE IN
SECONDARY EDUCATION MAJOR IN
PHYSICAL EDUCATION | 1999 - 2003**
*University of the Assumption, City of San
Fernando, Pampanga, Philippines*

WORK EXPERIENCE

JUNIOR OFFICER/REMITTANCE COUNTER CLERK

UAE EXCHANGE CENTRE LLC, ABU DHABI,
U.A.E. | OCT. 11, 2008 - FEB. 2023

- Managed various transactions such as remittances, foreign currency (FC), credit card, and cash advances
- Handled cash deposits, cash funding, and cross-selling of national bonds and allied products
- Exercised care in the preparation and application of each transaction and in identifying customers
- Examined the necessary documents for fund transfers Implemented the anti-money laundering policy in the branch and accurately checked the cash balance in line with the system
- Trained new staff to perform day-to-day tasks
- Observed quality customer service and handled transaction complaints and customer queries

ENCODER/SWABBER

YAS CLINIC, ABU DHABI, U.A.E.
DEC. 6, 2022 - MAY 2023

- Conducted swab testing procedures following health and safety standards
- Maintained completeness and accuracy of patient information in the system
- Cooperated with fellow swabbers to ensure correct sample kits and provided assistance in moving samples to different sites
- Greeted arriving customers at swab stations

OTHER COURSES:

PROFESSIONAL CAREGIVER COURSE, CAREGIVER PROGRAM | Jan. 2007 - July 2007

*Holy Cross College, Sta. Ana, Pampanga,
Philippines*

ACHIEVEMENTS

- 2019 Player of the Month (Sep-Oct)
Exceptional Dedication and
Outstanding Performance – Abu
Dhabi Cluster 1
- 2018 Certificate of Appreciation
Outstanding Contribution and Effort
towards the Ventaja Campaign for the
whole year of 2018
- 2017 Employee of the month (April,
May, June)
- 2016 Employee of the month (Feb,
May, Aug, Nov)
- 2015 Employee of the month (April,
June, Aug)
- 2014 Employee of the month (Feb,
May, Nov)
- 2014 4th Quarter Service Champion
Awardees
- 2013 4th Quarter Service Champion
Awardees
- 2010 4th Quarter Service Champion
Awardees
- 2010 2nd Quarter Service Champion
Awardees

WORK EXPERIENCE

HEALTHCARE ASSISTANT

MEDIQ HEALTHCARE LLC, ABU DHABI,
U.A.E. JAN. 3, 2021 - AUG. 4, 2021

- Aided in PCR testing through the collection of
swab samples for COVID-19 diagnosis
- Encoded patient information and medical
records into the system
- Assisted with patient inquiries related to DPI
Test/Swab Test/PCR test result
- Answered patient inquiries regarding vaccine
schedules and certificates via calls and emails
- Admitted patients efficiently via the AKHIL
system Identified potential COVID-19 carriers
through the Exponential Deep Examination (EDE)
scanning technology

COUNTER SALES STAFF/CASHIER

LULU HYPERMARKET, MUSCAT CITY,
SULTANATE OF OMAN | SEPT. 4, 2004 - SEPT.
4, 2006

- Handled sale transactions and payments made in
cash, checks, credit cards, and automatic debits
Ensured the correct and adequate amount of
money in drawers at each shift
- Performed bill adjustments and refunds to settle
customer complaints
- Practiced good customer service at all times

*I hereby declare that the information furnished herein is true
and correct to the best of my knowledge and belief.*

Analyn M. Macalino

Applicant