



# MAY ANN TAN

## Supervisor-Branch Operations

### OBJECTIVES

To obtain a responsible and challenging opportunity where I could continue the work experiences and gained knowledge in financial institutions and develop my personality as a career person while utilizing my skills to bring out the best of my potentials.

### PERSONAL SKILLS

- Fast learner and very much willing to accept new challenges
- Dedicated and hardworking individual
- Highly organized and efficient
- Ability to work independently or as a part of a team
- Goal-oriented and excellent time management skills

### TECHNICAL SKILLS

- Knowledge in basic computer
- Microsoft Applications such as MS Word, MS Powerpoint and Excel

### GET IN TOUCH WITH ME

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Email: tanmayann23@gmail.com

### WORK EXPERIENCES

#### Supervisor-Branch Operations *Sharaf Exchange LLC | Dubai UAE* January 2022 - Present

- Balancing, analyzation and comparison of business daily reports and presenting to BM as part of day-end procedure.
- Preparing minutes, strategic plans and sales report for monthly branch meeting with Area Manager.
- Communicate with customers, employees, and other individuals to answer queries and handle complaints.
- Perform administrative tasks such as filing of reports/vouchers and maintaining mail correspondence.
- Verification and analyzation of required documents for Corporate Onboarding.
- Train and assist new employees regarding business transactions and proper cash handling.
- Arrange a flexible work roster for the staffs throughout a month.
- Dealing and booking of currency rates to promote profitable transactions.
- Proper coordination with the back office departments to perform the transactions in more efficient manner.
- Verification of transactions namely WPS, Remittances, Vouchers, etc. before authorization.
- Performing Surprise Cash Verification for all the staffs on weekly basis.
- Preparing monthly STR reports for Compliance requirements.
- Educating the staffs regarding new Memos and Business Operation Instructions to promote sales with accuracy.

## PERSONAL INFORMATION

**Date of Birth:** May 23, 1995  
**Age:** 28  
**Civil Status:** Single  
**Nationality:** Filipino  
**Address:** Al Dashti Bldg., Al Karama, Dubai, UAE

## REFERENCES

**Mr. Sanjay Sondkar**  
Manager  
Sharaf Exchange LLC  
055 636 6372

**Mr. Yeshwant Shetty**  
Manager  
Sharaf Exchange LLC  
050 849 1887

**Ms. Marifel Q. Rodriguez**  
Service Officer  
BDO Unibak Inc.  
09178713962/ 243-9347

## EDUCATIONAL ATTAINMENT

**Tertiary:**  
Bachelor of Science in Information Technology  
STI-West Negros University I  
Philippines  
S.Y 2012-2016

**Secondary:**  
Northern Antique Vocational School I  
Philippines  
S. Y 2008-2012

**Primary:**  
Esperanza Elementary School I  
Philippines  
S. Y 2002-2008

### Customer Service Executive *Sharaf Exchange LLC I Dubai UAE* April 2019 -December 2021

- Execute customer transactions regarding cash and money exchange for more than 30 different currencies.
- Perform and knowledgeable mainly in business transactions such as remittances, exchange currencies, salary(WPS), corporate transactions and other services.
- Onboarding corporates employee's salary card.
- Perform proper cash handling and maintain balancing record with accuracy.
- Knowledge in Compliance and Central Bank policies to properly apply in daily operations.
- Supports the senior staffs in promoting high quality products and services.
- Provide administrative support to senior staff members during day end balancing.

### Customer Service Associate *Palawan Remittance & Exchange House I Philippines* November 2017 -December 2018

- Properly trained and equipped with high quality customer service.
- Highly skilled in manual cash counting and fake currencies detection procedure.
- Performed proper verification of remittance and major currencies exchange transactions.

### Client Service Associate *BDO Unibank I Philippines* May 2017 - September 2017

- Dedicated on high level accuracy and strong attention to details.
- Skilled in receiving and processing all banks transactions namely; deposits, withdrawals, bills payments, cheque deposits and encashment.
- Delivered services in a timely, competent and efficient manner.