

# Leo Serna Dancel



✉ leosernadancel@gmail.com

☎ +971 52 6883 654

📍 Ajman, United Arab Emirates



[www.linkedin.com/in/leosernadancel/](https://www.linkedin.com/in/leosernadancel/)

📅 07/09/1995

## 📄 Professional Summary

Detail-oriented team player with strong organizational skills. Ability to handle multiple tasks with a high degree of accuracy.

## 🎓 Education

**Bachelor of Science in Business Administration major in Financial Management, Tarlac State University**

06/2012 – 06/2016

Tarlac City, Philippines

## 🧩 On The Job Training

**GOVERNMENT SERVICE INSURANCE SYSTEM, Office Apprenticeship/Training**

01/2016 – 04/2016

GSIS Tarlac, Philippines

## 🧠 Skills

Attention to detail	● ● ● ● ●
Cash handling	● ● ● ● ●
Customer service	● ● ● ● ●
Flexibility and Reliability	● ● ● ● ●
Initiative	● ● ● ● ●
Leadership skills	● ● ● ● ●
Time management	● ● ● ● ●

## 📁 Professional Experience

### Cashier, Al Dahab Exchange

02/2023 – 01/2024 | Ajman, United Arab Emirates

- To perform all cashier related activities with quality customer service as per the company standards and ensuring customer satisfaction.
- Responding to customer inquiries and concerns in a professional manner while offering comprehensive solution.
- Proper cash management; Count and Verify the allocated total cash on hand at the beginning and end of shifts to ensure that it tallies with the system.
- Manage bank deposit activities and all cash related transfers.
- Ensure the vouchers are submitted at the end of the shift after confirming it tallies with daily transaction report.
- Ensure that the company AML/CFT policies and procedures are strictly adhered.

### Transfer Clerk, Redha Al Ansari Exchange

07/2021 – 01/2023

Al Ain, Abu Dhabi, United Arab Emirates

- Handle customer service and front office operations including but not limited to Remittance operations, Cash operations, WPS operations, processing all the sub products of company, lobby management etc.
- Responsible for operating equipment to receive and transfer funds.
- Input and verify confidential data to process transfer, accurately applying all remittance to the various customer accounts and remittance advice.
- Includes working in a multi skilled position across different types of fund transfer.
- Attend customer complaints and report to the Manager/Supervisor the nature of complaints received.
- Filing of routine documents such as daily vouchers, letters etc.

### Service Crew (Waiter),

Wendy's Restaurant Middle East (Pasture Trading LLC)

08/2019 – 05/2021 | Dubai, United Arab Emirates

- Serve high volumes of guests in fast-paced service environments with exceptional customer care.
- Assist customers with menu selection, offering knowledge of current special dishes and personal recommendations to build rapport.
- Process cash and card payments promptly, minimising customer waiting times and enabling swift table turnarounds.
- Clean, sanitise and organize food storage racks and bins, maintaining exceptional hygiene standards.