

BENJIE M. TUMON

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CAREER SUMMARY

Customer-focused and goal-oriented Teller with 6 years of experience serving diverse customers by fostering good relationships and maintaining a friendly workplace environment to ensure satisfactory outcomes. Possesses excellent knowledge of cross-selling products and services, as well as the ability to process remittance payments accurately and efficiently while ensuring compliance with regulatory guidelines. Adept at building rapport with customers to deliver exceptional service excellence and promptly resolve inquiries.

WORKING EXPERIENCE

MLhuillier Financial Services - Panabo City, Davao del Norte, Philippines

Teller, 07 June 2017 – 24 January 2024

- Process daily client's transactions including money transfer, money changer, bills payment, quick cash loan, e-loading, insurance and other services the company offers.
- Checking and balancing transaction referring to cash receipts and payments
- Conduct cash count at the start and at the end of the day's transactions.
- Prepare daily 'End of day' sheet at the close of each business day
- Manage to identify and appraise the gold jewelry including the redemption and renewal transactions.
- Provide support and information to the customer, over the counter and the phone.
- Resolve problems or discrepancies concerning customers' transactions promptly.
- Perform other task such as filing, generating reports and maintaining mail correspondence.
- Delivered exceptional customer service, ensuring client satisfaction and retention by addressing inquiries and resolving issues promptly and courteously.
- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Making sure to follow the regulatory compliance requirements, such as Anti-Money Laundering (AML) and Know Your Customer (KYC) regulations which is essential as required by BSP (Bangko Sentral ng Pilipinas).

SKILLS

- Excellent customer service
- Excellent cross-selling products and other services
- Good Communication skills
- Good knowledge in Microsoft Office
- Good interpersonal skills, very rigorous and great attention to details
- Experience in managing/handling financial transactions
- Strong ability to collaborate effectively within teams to achieve shared goals
- Highly organized and efficient in managing tasks and workflows
- Flexibility to adapt to changing remittance regulations and compliance standard

EDUCATIONAL BACKGROUND

Bachelor of Science Information Technology

Davao del Norte State College – Panabo City, Davao del Norte, Philippines

April 2017

TRAINING/SEMINARS ATTENDED

- Online AMLA Refresher and WU Guide Regarding AML and CFT Program – 23 July 2023
- Service Level Currency Identification Seminar – 28 March 2023
- Anti-Money Laundering and Anti-Terrorist Financing Seminar – 21-22 June 2021
- Basic Gold Appraisal Training – 23-24 January 2018
- Know Your Money – October 2017

PERSONAL PROFILE

Birthday : 17 September 1996

Civil Status : Single

Religion : Roman Catholic

Nationality : Filipino

Visa Status : Tourist Visa