

BENJIE M. TUMON

Money Exchange Teller

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Experienced teller with 6 years of success in customer service and exceeding targets. Maintains 95% customer satisfaction and below 0.5% error rates. Skilled in gold jewelry appraisal. Ready to drive growth in a progressive financial institution.

WORKING EXPERIENCE

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

Teller, 07 June 2017 – 24 January 2024

Achievements/ Tasks

- Achieve cross-selling of the products with a success rate of 10% per month by consistently meeting daily quotas.
- Provides exceptional customer service and effectively resolving client inquiries and concerns, resulting in increased customer satisfaction and positive feedback.
- 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 transactions, referring to cash receipts and payments with a 100% accuracy rate.
- 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.
- Perform other task such as filing, generating reports and maintaining mail correspondence.
- 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

- Attention to Detail
- Integrity and Trustworthy
- Excellent customer service
- Excellent cross-selling products and other services
- Cash Handling Expertise
- Good knowledge in Microsoft Office
- Good organizational skills, very rigorous
- Strong ability to collaborate effectively within teams to achieve shared goals
- Highly organized and efficient in managing tasks and workflows

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