



## JENNY ROSE D. DELA CRUZ

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Al Barsha 1 Dubai, United Arab Emirates

Highly motivated and customer- focused Customer Service Associate with more than 10 years of experience in financial services environment. Possess excellent communication and problem- solving skills, as well as a positive and engaging personality. Seeking a role where I can use my skills to provide exceptional service and contribute to the growth of the company.

### PROFESSIONAL EXPERIENCE

#### Customer Service Officer Al Fardan Exchange LLC

April 2019 – February 2024 | Abu Dhabi, United Arab Emirates

- Providing excellent customer service in any business transactions available such as over the counter remittance, foreign currency exchange, bills payment, wps and payroll services, national bonds, online application and prepaid cards.
- To address customer complaints, branch detail enquiries, transaction enquiries, rate enquiries and conversion.
- Performing cross selling and telephone sales to new and existing customers.
- Conducting surprise cash count of all currencies inside the vault and tallying accountabilities in the branch.
- Performing product & services promotional and sales activities in the branch to achieve target set by branch in charge.
- Comply and follow Anti Money Laundering & KYC policies and procedures as per guideline given by central bank of UAE.
- To enhance skill & knowledge about product and services by attending training & development program regularly.
- Performing clerical works, responding to emails concerned to business and other responsibilities that may assigned from time to time.

#### Customer Service Associate Bank of the Philippine Islands

July 2013 – January 2019 | Philippines

- Provide excellent customer service to all customers, to promote cross selling and giving information to all products & services of the bank and contribute towards branch business development.
- Ensuring adherence to proper account opening procedures consistent with KYC/ AMLA/ MLPP policies and other regulatory requirements as per guideline given by central bank of the Philippines.
- Prepares accounting entries for end of day balancing of transactions.
- Responsible on accurate processing of over-the-counter financial transactions within standard turnaround time and efficient customer service such as deposits, withdrawals, encashments, bills payment and offering other products and services available in the bank.
- Managing customer complaints and ensuring timely closure with proper communication with the customer. Turning complaints into opportunities.
- Conducts surprise counts of Cash in Vault, ATMs and accountable forms.
- Verifies authenticity of all notes received and reviewing all check transactions, cash deposit/withdrawal receipts.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Responding to all request, queries, calls and performing other clerical works that may assigned from time to time.

#### Receptionist/ Office Staff

#### Philippine Overseas Employment Administration- Finance Department

July 2012 – May 2013 | Philippines

- Receiving, greeting, welcoming and assisting visitors upon arrival.
- Answering, screening and forwarding incoming phone calls and providing basic and accurate information in person and via phone or email.
- Receive, sort and distribute daily mail or deliveries that may assigned to another department. Keep updated records/files and handling a variety of administrative support tasks within the department.

### STRENGTHS

#### Customer Focused

Consistently achieved customer satisfaction ratings resulting in increased repeat business.

#### Communication

Effectively communicated complex financial information resulting in increased understanding and satisfaction among clients.

#### Problem Solving

Developed innovative solutions to complex problems resulting in increased efficiency and customer satisfaction.

#### Collaborative

Collaborated with teams resulting in the successful implementation of growth strategies and improved customer experiences.

#### Adaptable

Being flexible and showing willingness to learn new methods, procedures or techniques and displaying a positive attitude towards unexpected challenges.

### EDUCATION

#### Bachelor of Science in Business Administration Major in Office Management Rizal Technological University

2008 – 2012 | Philippines

### REFERENCES

**Mr. Mahmoud Elbanna**, *Service Supervisor*,  
Al Fardan Exchange LLC  
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**Ms Marife Dela Paz**, *Assistant Manager*,  
Bank of the Philippine Islands  
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### LANGUAGES

English



Tagalog



Arabic

