



ESMAEL K. PIANSING

ABOUT ME

Highly motivated candidate with strong background in cash handling seeking a position where I can utilize my experience in providing exceptional customer service, handling customer transactions, and resolving complaints. Expertise in verifying transactions, foreign currency, balancing cash and updating customer information. Adept at communicating effectively with customers, coworker, and management.

CONTACT INFO

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🏠 : Hamdan Street Building 8 Sweet
Palace, Abu Dhabi, UAE

EDUCATION

TERTIARY
BSIT(BACHELOR OF SCIENCE IN
INFORMATION TECHNOLOGY)
STI COLLEGE COTABATO
DEAN'S LISTER YEAR
2013-2014

SECONDARY
SALAMAN INSTITUTE
YEAR 2009-2010

SKILLS

- CASH HANDLING EXPERTISE
- CUSTOMER SERVICE
- FINANCIAL TRANSACTION
- COMPUTER LITERACY
- TEAM LEADERSHIP
- ORGANIZATIONAL SKILLS
- RECORD KEEPING
- PROBLEM SOLVING
- TIME MANAGEMENT
- RELIABLE AND RESPONSIBLE
- TEAM COLLABORATION
- TEAMWORK
- PRODUCT KNOWLEDGE
- ATTENTION TO DETAIL
- ADAPTABILITY AND DEPENDABILITY

WORK EXPERIENCE

HEAD CASHIER

**NATIONAL EXCHANGE COMMERCIAL STREET, OPPOSITE
OF FAMILY PHARMACY MUAITHER, QATAR**

JULY 6, 2022- OCTOBER 4, 2023

- Receiving/Issuing cash transaction instruments like remittance, foreign currency exchange.
- Qatar/Global fund transfer and value-added services transactions payments.
- Resolving complex issues related to failed business transactions/customer complaints and assisting other team in conducting daily operation efficiently.
- Dealing with cancellation/Refunds, Amendments and POS reconciliation.
- Overseeing cash transactions, maintaining and reconciling petty cash funds, enforcing financial policies and providing guidance to cashier on proper handling procedures. Implementing AML frameworks, procedures and policies and following the compliance policies.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Completed opening and closing procedure each day.
- Checked notes carefully to spot counterfeit currency. Secured funds in register and prepared deposits in designated bank

CASHIER | FOREX CASHIER

NATIONAL EXCHANGE

**COMMERCIAL STREET, OPPOSITE OF FAMILY
PHARMACY MUAITHER, QATAR**

NOVEMBER 26, 2016 - JULY 5, 2022

- Sending/Receiving Money using Symex System.
- Prepare money transfer using Western Union, Instant Cash, Transfast, Prabhu Money, Ria Money, EZ Remit, Dubair remit or Direct Remit, Telex transfer.
- Registration of new customer and maintaining customer's confidentiality.
- Sale/Purchase of foreign currency and conversion of Qatari Riyal
- Ensure genuineness of currency notes being exchange.
- Fake notes are to be reported to the branch supervisor who will take necessary action to report to Qatar Central Bank/ Local Police.
- Count currency at the beginning and end of shifts.

- COMPLIANCE AND SECURITY
- COMPLIANCE AND REGULATIONS

PERSONAL DETAILS

- DATE OF BIRTH: 05/07/1993
- CIVIL STATUS: SINGLE
- GENDER: MALE
- NATIONALITY: FILIPINO
- VISA STATUS: VISIT VISA
- PASSPORT NO: P6565330B
- ISSUE DATE: 25-MAR-2021
- EXPIRY DATE: 24-MAR-2031

LANGUAGE

- ARABIC-READING AND TYPING
- ENGLISH - ORAL AND WRITTEN
- TAGALOG-ORAL AND WRITTEN

VISA STATUS

- VISIT VISA

REFERENCE

- AVAILABLE UPON REQUEST

- Handling customer's inquiries and resolving any issue and complains. Adhere to AML / C * FT policy under the Qatar Central Bank guidelines.

PRODUCTION OPERATOR

SPI CORPORATION

CANLUBANG, CALAMBA LAGUNA

MAY 21, 2012 – JUNE 1, 2013

- Operate production machinery and equipment in accordance with established procedures and safety guidelines.
- Monitor the production process to ensure equipment is functioning correctly.
- Conduct regular quality checks on products to ensure they meet specifications and quality standards.
- Identify and address any defects or issues in the production process.
- Set up and prepare machinery for production runs, including changeovers between different products or batches.
- Follow standard operating procedures for equipment setup.
- Identify and troubleshoot issues with production equipment promptly.

SALESMAN

SOUTH SEAS MALL

DON RUFINO ALONZO ST. COTABATO CITY

MARCH 22, 2010 – APRIL 14, 2011

- Engage with potential and existing customers to understand their needs and preferences.
- Provide information about products or services, addressing questions and concerns.
- Possess a deep understanding of the products or services they are selling.
- Stay informed about product features, benefits, and updates.
- Utilize various sales techniques to persuade customers and close deals.
- Tailor sales pitches to match the needs and interests of individual customers.
- Actively seek out new customers and business opportunities.
- Use marketing strategies, referrals, and networking to generate leads.
- Build and maintain long-term relationships with clients.

DECLARATION

Thereby declare that the information given above is true and best of my knowledge.

ESMAEL K. PIANSING

Applicant