



MARIBEL SORIANO DULO

Customer Service Officer cum Teller Supervisor

CONTACT ME

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- 📍 Dubai, UAE

CAREER OBJECTIVE

Dedicated Customer Service Officer with extensive experience in financial services and supervisory roles, seeking to leverage expertise in client relations and team management as a Teller Supervisor. Eager to enhance operational efficiency and customer satisfaction through innovative solutions and effective leadership.

EDUCATION

IETI COLLEGE

Computer System Business Mgt.
1996 - 2000

Sto. Tomas National High School

Secondary
1992 - 1996

Sto. Tomas Elementary School

Primary
1986 - 1992

SKILLS

- Cashiering/Money Handling
- Foreign Currency Trading
- Customer Service Oriented
- Excellent Communication Skills
(Verbal and Written) Selling Skills
- Computer Literate (Microsoft
Word, Excel, PowerPoint)

TRAININGS

ANTI-MONEY LAUNDERING

EMIRATES INDIA INTERNATIONAL EXCHANGE

Room 1110, Green Tower
Deira, Dubai UAE

FERG (AML TRAINING)

MANKHOO, DUBAI UAE

DIRECT SALES TRAINING

ODU METHA BUILDING

PERSONAL INFORMATION

Date of Birth: September 17, 1979

Religion: Christian

Languages Spoken/Written: English, Tagalog, Ilocano,
Ibanag, Bisaya

CHARACTER REFERENCES: Upon Request

CUSTOMER SERVICE OFFICER CUM TELLER SUPERVISOR
EMIRATES INDIA INTERNATIONAL EXCHANGE (DUBAI, UAE)

02/14/2009 - 3/28/2024

- Process Inward and Outward remittances both Individual and Corporate customers.
- Buying and Selling of Foreign currencies adhering AML regulation laid by the Central Bank of UAE.
- WPS Processing and salary disbursement. Send and receive inward/outward payments and cheques.
- Provides good customer service to all customer by providing what service they need to satisfy them.
- Handling complaints, clarification and amending transactions requested by customers.
- Cross selling of company's products and services.
- Verification of documents in compliance with AML POLICY
- Proper filling of documents.
- Bringing new customer and maintain excellent relationship with existing clients.

SALES EXECUTIVE/CASHIER
TRADE CENTER GEORGE V HOSPITALITY (DUBAI, UAE)

01/26/2006 - 06/01/2008

- Introducing its products and services to customers.
- Deals with people who are eligible to avail the product and services offered.
- Selling of Company's product.
- Selling with honesty and integrity by profiling the customers to the right product that can surely benefit them.
- Ensure good communication to clients who availed the product and help them to use it to its best.
- Maintain excellent relationship with customers.
- Manage cash flow and prepare daily reports .

ACCOUNTS RECEIVABLES
CITY OIL PHILIPPINES OIL AND GAS COMPANY

04/25/2000 - 10/26/2005

- Actively collected daily deposits and securely deposited them in the bank.
- Responsible in analyzing amount of fund a branch should have in a daily basis.
- Responsible in withdrawing/Cash out of the entire Area Fund in the Bank.
- Manage Cash Flow of the Company.
- Ensure that all Cash in and Cash out Transactions are balance at the end of the day.
- Serve as the front liner of the branch and entertain clients with excellent customer service.
- Answering inquiries of customers.
- Prepare reports such as daily, weekly and monthly reports.
- Prepares monthly reimbursement and cash advance liquidation.
- Responsible on branch fund, both cash on drawer and cash on vault.

I HEREBY ATTEST THAT THE ABOVE STATED ARE TRUE AND CORRECT IN THE BEST OF MY KNOWLEDGE.