



# JEROM NARCA

BANK TELLER

☎ 0524453808

✉ jeromnarca@gmail.com

## PROFILE

Experienced and detail-oriented Bank Teller with a strong background in customer service and financial transactions. Possessing excellent interpersonal skills, I am adept at building rapport with customers to understand their banking needs and provide efficient solutions. With a keen eye for accuracy and a commitment to upholding banking regulations and procedures in accordance to AML, I ensure precise handling of cash transactions, deposits, withdrawals, and account inquiries. Seeking to contribute my expertise in a dynamic banking environment where dedication to customer satisfaction and organizational excellence is valued. Skilled in operating various computer applications.

## KEY SKILLS

- Cash handling and transactions processing
- Regulatory compliance
- Regulatory Knowledge
- Problem Solving
- Detailed Oriented
- Team Collaboration
- Technology Proficiency
- Time management

## LANGUAGE

- English
- Tagalog
- Basic Hindi

**UAE DRIVER LICENSE HOLDER**

## VISA STATUS

- Employment Visa

I certify that all information provided in this CV is true and accurate to the best of my knowledge

## WORK EXPERIENCE

### **BANK TELLER | TRANSFER CLERK - RAK, UAE**

*Redha Al Ansari Exchange | November 2022 - Present*

- Greet customers with a friendly and welcoming demeanor.
- Receive money transfer requests from customers via various channels such as in-person, online, or over the phone.
- Process cash transactions accurately and efficiently, including counting cash, verifying amounts, and providing receipts.
- Input transaction details into the banking system accurately and verify information for completeness and accuracy.
- Educate customers on available banking products and services and assist with account openings and applications as needed.
- Report any suspicious activities, security breaches, or compliance violations to appropriate banking authorities.
- Generate reports and documentation as required by banking regulations, internal policies, and audit procedures.

### **REMITTANCE CLERK | REGIONAL SYSTEM TECH.**

*MLhuillier Financial Inst. | 2015 - 2022*

- Input transaction details accurately into the remittance system and process transfers promptly and efficiently.
- Handle cash transactions, including accepting cash payments from senders and disbursing funds to recipients.
- Count and verify cash amounts to ensure accuracy and maintain security of funds in accordance with company policies and procedures.
- Install, configure, and maintain computer hardware, software, and peripheral devices, including servers, workstations, routers, switches, and printers.
- Monitor system performance and resource utilization, identify potential bottlenecks or issues, and take proactive measures to optimize system performance.

## EDUCATIONAL HISTORY

### **Bachelor of Science in Business Economics**

*University of Eastern Philippines - 2015*

*Attested by UAE*

### **Computer Hardware Servicing NCII**

*TESDA -2016, Philippines*

### **Professional Teaching Education**

*ASIA College, Philippines*

## AWARDS

- Certificate of Completion for satisfactorily completed all academic t& non-academic Requirements in BUSINESS ECONOMICS SY:2014-2015
- Certificate of Employment at MLhuillier Financial Services.
- Certificate of Completion for satisfactorily completed the 1 month, fulltime (200hours) Practicum on Economic Planning and Policies