RYAN MARCAIDA

A d m i n i s t r a t i o n / L o g i s t i c s / C u s t o m e r S e r v i c e

CONTACT

+971 551611262

ryanmarcaida@yahoo.com.ph

Abu Dhabi City, UAE

Valid UAE Driver's License
Visa Status: Spouse Visa

EXPERTISE

- Knowledge of AML regulations and compliance
- CRM Softwares
- Marketing and advertising
- Strong organizational skills
- Experience with technology and software
- Customer service skills
- Customer satisfaction-oriented
- Computer proficiency

LANGUAGE

English ● ● ● ● ●
Tagalog ● ● ● ● ●
German ● ●

EDUCATION

Lyceum of the Philippines University (2009-2013)
BS in Travel &Tourism Management

Saint Augustine School (2005-2009)

Julugan Elementary School (1999-2005)

CAREER OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

EXPERIENCE

**Al Ansari Exchange LLC (Filing Clerk/Foreign Currency Trader)
February 21, 2021 – June 28, 2023**

- Cross-sell products and introduce new ones
- Manage transactions with customers using cash registers
- Resolve customer complaints, guide them and provide relevant information
- WPS Account Opening and maintenance
- Respect and comply with AML rules, policy and procedures of the company at all times
- Update customer data in CRM system to reflect recent changes in their personal details.
- Customer retention

**UAE Exchange LLC (Foreign Currency Trader /Junior Associate)
October 26, 2016 – February 01, 2021**

- Customer Service and cross selling
- Resolve customer complaints independently, whenever possible
- Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank).
- AML Inquiries
- Sending and Receiving Remittance
- Foreign Currency Cashier
- WPS Account Opening
- Marketing or Promoting the company branches and other products.

**Japan Airlines Cargo   (Cargo Agent)
January 13, 2014 – May 31, 2016**
- Accepting Cargo coming from different factories.
- Checking the Master Airway bill, pieces and weight of eac cargo.
- Input the correct pieces and weight of each cargo base o the Master Airway bill.
- Build-up the cargo to the ULD such as pallets an containers.
- Re-weighing the finish build-up.