



# RIGO MACAWILE

## CONTACT ME

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Dubai

04/04/1992

Filipino

## EDUCATION

### Jose Rizal University

Bachelor of Science (B.S.) in Business Administration  
March 2014  
Mandaluyong City, Philippines

## SKILLS

- Task Prioritization
- Excellent Communication
- Customer Service
- Proficient in [Software Program]
- Financial software
- Certified Anti-Money Laundering Specialist (CAMS)

## REFERENCES

References available upon request

## PROFESSIONAL SUMMARY

Driven professional with experience in financial operations and strategic planning. Demonstrated ability to effectively monitor financial performance and provide sound financial guidance to executive teams. Skilled in developing budgets and financial forecasts, as well as overseeing financial reporting, accounts payable/receivable, and payroll. Possesses excellent problem-solving, communication, and leadership skills.

## WORK EXPERIENCE

### ASSISTANT BRANCH MANAGER

*M Lhuillier*

*Dasmariñas, Cavite, Philippines*

*April 2019-June 2024*

- Performed daily branch operations including opening and closing procedures, customer service, cash management and administrative duties.
- Directed daily branch operations, leading the team to exceed monthly sales goals.
- Provided leadership to ensure the highest level of customer service was achieved through coaching, training and mentoring staff members.
- Oversaw flow of cash and financial instruments
- Completed weekly scheduling to maintain adequate teller coverage.
- Identified opportunities for process improvement within the branch and developed plans to address them.
- Utilized effective communication techniques when interacting with colleagues at all levels of the organization.

### CASHIER

*National Bookstore*

*Dasmariñas, Cavite, Philippines*

*October 2017 - March 2019*

- Operated cash register and accurately processed payments, returns, and exchanges.
- Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.
- Demonstrated excellent customer service skills while interacting with customers in a friendly manner.
- Accurately processed customer payments using cash, credit cards, and checks.
- Counted and balanced cash drawer at the beginning and end of each shift.
- Assisted with closing duties such as counting money and reconciling receipts.
- Followed all safety protocols while handling money.

### OFFICE CLERK

*Jose Rizal University*

*Mandaluyong, Philippines*

*May 2014 - August 2017*

- Answered incoming calls; directed them to appropriate personnel or took detailed messages when necessary.
- Organized office operations and procedures, including filing systems, data entry, and record keeping.
- Created spreadsheets and documents using Microsoft Office Suite applications such as Word, Excel, PowerPoint and Outlook.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compiled, copy, sort and file records of office activities, business transactions, and other activities.
- Provided excellent customer service to clients by responding promptly and accurately to inquiries.
- Collected files for audits and compiled documentation forms for tracking client information.

## **SEMINARS ATTENDED**

- Anti Money Laundering Act Seminar
- Know your Money and Counterfeit Seminar
- Basic Gold Appraisal Seminar
- World Class Seminar