



JHEROM HERLAN DE PERALTA II

CONTACT

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PERSONAL INFORMATION

Filipino
Male
December 04, 1990
Roman Catholic

EDUCATION

2007-2012
UNIVERSITY OF NORTHERN
PHILIPPINES
• Bachelor of Science in Nursing

SKILLS

- Excellent interpersonal skills
- Customer Service
- Teamwork
- Time Management
- Effective Communication
- Critical Thinking
- Computer skills
- Multitasking Skills
- Gold And Diamond Appraiser
- Forex Trader

LANGUAGES

- English (Fluent)
- Tagalog (Fluent)

CERTIFICATION

- Seminar on the Anti-Money Laundering Law
- Briefing on Pawnshop Regulations
- Integrated Seminar-Workshop on Nurturing Work Ethics and Excellent Customer Service
- World Class Customer Service

PROFILE

Diligent and resourceful professional with over 8 years of experience managing branch operations at financial institution. Track record of increasing customer base and attaining high satisfaction at all levels. Adept at leading direct and indirect reports, delivering punctual services, and managing compliance. Collaborating with cross functional teams and personnel to provide maximum assistance to customers in resolving financial issues.

WORK EXPERIENCE

Michel J. Lhuillier Financial Services (Pawnshop), Inc 2015- 2024
Branch Manager / Local Process Team Leader

- Build strong rapport with new and existing customers to better serve financial needs and promote branch loyalty.
- Develop and implement policies and procedures to maintain compliance with regulatory financial service standards including Money Laundering regulations.
- Develop and deliver polish sales presentations in order to highlight product and service quality.
- Increase efficiency and drive branch revenue by optimizing daily operations.
- Disseminate and monitor the implementation of Branch Operating System Updates to the different branches provided by the Technical Group.

Michel J. Lhuillier Financial Services (Pawnshop), Inc 2014- 2015
Assistant Branch Manager / Vault Custodian

- Demonstrated extensive knowledge of financial services products, successfully cross-selling products to customers.
- Developed and implemented strategies to increase customer satisfaction and improve overall performance of the branch.
- Analyzed financial data and prepared accurate and timely reports for upper management.
- Coordinated with other departments to ensure timely and accurate resolution of customer issues.
- Monitor the movement of the items in and out of the vault such cash, jewelries.
- Conduct physical inventory of all pawned items and prepare the list of all jewelries to be auctioned.

Michel J. Lhuillier Financial Services (Pawnshop), Inc 2013- 2014
Branch Teller / Cashier

- Provides fast and excellent customer service to the customers in a professional manner.
- Adhere to AML(Anti-Money Laundering) rules, policies, and procedures at all times.
- Collect and file all transaction supporting documents according to company's uniform filing system and AML policies.
- Promote cross sell new products and services to customers.
- Identify and cultivate potential customer relationship and business opportunities.
- Maintain cleanliness of the counter , drawers, tables and workplace according to company guidelines.
- Exchange dollars for foreign currency.
- Count Cash at the start and end of each shift.
- Record all transactions throughout the workday.

REFERENCE

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