



**MERALYN SALIBAY LARGO**  
**+97155 193 9188**  
**Meralynsalibay@gmail.com**  
**Salah Aldin Deira Dubai, United Arab Emirates**

## **PROFILE**

- High-performing professional having total 8+ years' experience in Financial or Customer Services industries, 2 years in Travel Industry as Travel Consultant, A summary of 10 years total experienced in Customer service frontline in fast paced environment. Been entitled as branch assistant in operation in remittance sector for 2 years one of the largest agents in Western Union Philippines awarded in providing **"Excellent of Customer Service and Highest Sales in value added products"**
- Skilled in business relationship management, customer service, KYC, Global Remittances, Online Money Remittance and Forex sector.
- Self-motivated and goal oriented, possessing a high level of commitment and a zeal to learn new technologies.
- Ability to resolve issue, flexible in understanding new concepts, positive attitude, accepting responsibility.
- Honest, hardworking and dedicated with exceptional interpersonal skills and team spirit.

## **WORK EXPERIENCE**

**PRESENT ORGANISATION:** TRAVELEX EMIRATES EXCHANGE LLC

**Duration:** 5th September 2021 to October 2024

**Designation:** Sales Consultant cum Customer Service

Travelex is one of the world's leading foreign currency exchange specialists, with over 40 years' experience serving million of customer since 1976 in more than 20 countries.

**Role Purpose:** To offer Exceptional customer service whilst maximizing all sales opportunities

**Key Accountabilities:**

- Deliver excellent customer service
- Follow the sales process in order to maximize sales
- Understand features and benefits of all product lines
- Use every opportunity to upsell and cross- sell
- Recognize the warning signs of questionable transactions and mitigate possible effects of the sale
- Adhere to promotional marketing offers
- Manage till stocks
- Achieve individual Key Performance Indicator's target
- Fully investigate over and shorts (differences) and report
- Adhere to company and location policy and procedures, including Audit, Risk, Health & Safety, Security and customer service requirements
- Ensure compliance to legal and corporate requirements
- Maintain high standards of housekeeping and presentation of stores
- Contribute to the success of the team
- Complete training within required timelines

**Role- specific Experience and skills:**

- Retail, cash handling and /or banking experience
- Good customer service skills
- Good numerical ability
- Good knowledge of product, services and procedures
- Demonstrated of product, services and procedures
- Ability to work independently as well as in a team environment
- Ability to handle routine activities with attention to accuracy and detail
- Flexibility to work different shifts and location as required
- English language skills

**General experience and personal qualities:**

- Self- aware, open minded with high degree of personal and professional integrity
- The ability to build and manage relationships, developing trust and credibility with customers, partners, peers, teams, internal and external stakeholders
- A strong record of performance delivery in their areas of expertise, through increased sales and/ or performance against Key performance indicator.
- The ability to analyze issues and solve problems
- Drive customer focus in everything we do to gain and retain high quality customers for the long-term success of Travelex

**Achievements:**

- **Exceptional Performance Award in Quarter 1 of 2024**
- **Exceptional Performance Award in Quarter 4 of 2023**
- **Rising Star Award in Quarter 4 of 2021**
- **Spotlight Award for being best performer of the store (January 2024)**
- **Spotlight Award for being best performer of the store (February 2024)**

- **Spotlight Award for being best performer of the store (November 2023)**
- **Spotlight Award for being best performer of the store (September 2023)**
- **Spotlight Award for being best performer of the store (July 2023)**
- **Spotlight Award for being best performer of the store (November 2022)**

## **WORK EXPERIENCE**

**PRESENT ORGANISATION:** ALHIND and MIDDLE EAST TRAVELS LLC

**Duration:** 8th June 2018 to August 2020

**Designation:** Travel Consultant cum Customer Service

### **Key Accountabilities:**

- Deliver excellent customer service
- Booking, Issuing of Airline ticket and Visa Processing for walk in and corporate clients
- Responsible for all across UAE Branches Bus to Bus exit application, making sure all are exited and returning back to country.
- Processing of date change or rebooking and refund whenever required
- Monitor visa expiration and flight updates changes in order to provide immediate action
- Knowledgeable in Galileo/ GDS travel system with training certificate in Travelport

### **Achievements:**

- **Excellent Customer Service Award and Since I am the only Filipino, I manage to increase regular Filipino Customer in the branch.**

## **WORK EXPERIENCE**

**PRESENT ORGANISATION:** REDHA AL ANSARI EXCHANGE LLC

**Duration:** July 2016 to June 2018

**Designation:** Remittance Clerk/ Frontline Associate

### **Key Accountabilities:**

- Processed global remittance transaction through Western Union, Bank Transfer through Telex and Fast Money (Instant Cash)
- Responsible in daily summary cash pay- out and send out transaction versus actual voucher and computer- generated report for Western Union and for DMEXIS Report for Bank transaction
- Ensure observance of the 3 to 5 minutes process of every transaction with fast and accuracy
- Processed salary payment through cash/ cheque from different registered companies and salary disbursement
- Manage and handle the cash/ cheque at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages
- Carry out smooth and error free transactions within the branch and ensuring all the activities are completed within timeless and with high degree of accuracy
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction
- Ensure meeting or exceeding branch transaction performance targets

- Responsible for Western Union, Telex Transfer and Operational policies and guidelines including the Anti- Money Laundering Act and Central Bank of UAE.

**Achievements:**

- **Winning the best Branch Award. Within 10 months since from started, we made it the most profitable branch of Redha al Ansari Exchange.**

**WORK EXPERIENCE**

**ORGANISATION:** PETNET INC (Western Union Agent/Money Exchanger)

**Duration:** June 2013 to May 2016

**Designation:** Senior Frontline Associate cum Branch Assistant Manager

**ORGANIZATION:** PEOPLES BANK of CARAGA INC.

**Duration:** JUNE 2010 – OCTOBER 2012

**Designation:** BANK INSURANCE INCHARGE

**TRAINING AND SEMINARS ATTENDED**

- JULY 5, 2008 Leadership Training Seminars
- AUGUST 18-21, 2010 Mutual Benefits Association Training
- September 23 – 29, 2013 Basic Frontline Assistant Training Program
- September 27, 2013, THE ANTI-Money LAUNDERING ACT OF 2001, as amended  
Petnet, inc. (WESTERN UNION AGENT)
- September 29, 2013, GENUINE and COUNTERFEIT MONEY DETECTION  
(Philippine peso and United States Dollar) Petnet, inc. (WESTERN UNION AGENT)
- September 10 -15, 2016 Customer Service Training and THE ANTI-Money LAUNDERING ACT  
Redha AL Ansari Exchange (Western Union Agent)
- June 19 – 21, 2018 -Galileo System Basic Training ALhind and Middle East Travels LLC

**EDUCATIONAL ATTAINMENT**

**COLLEGE GRADUATE:** Bachelor of Science in Commerce Major in Management Accounting

Stella Maris College, Oroquieta City

Misamis Occidental, Philippines

March 19, 2010

**ADDITIONAL INFORMATION**

**Date of Birth:** January 30, 1988

**Nationality:** Filipino

**Visa Status:** Visit Visa -can join immediately

**Language Spoken:** Tagalog, Visayan, English, Basic Hindi.

Supporting documents and certificates to be followed upon request.

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and I

Abide to work standard as per the company rules to prove myself as an ideal representative.

\*\*\*

