

# Vergemcita A. Quiambao

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## PERSONAL INFORMATION

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**Gender:** Female

**Civil Status:** Married

**Nationality:** Filipino

**Language:** English and Tagalog

**Birth date:** Dec 03, 1978

## KEY STRENGTHS

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- Can work under pressure and shifting schedules with less supervision.
- Can work in a team with excellent leadership.
- Ability to solve analytical problems.
- Loyalty to work and excellent management skills.
- Fast learner, work enthusiast, and computer proficient.
- Can handle multi-tasking, Proactive dedicated, & committed to accomplishing assigned tasks.
- Pleasant Personality with a positive attitude and honesty.
- Good in customer service.

## WORK RELATED EXPERIENCE

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<b>UAE Exchange Centre LLC</b>	<b>Operations</b>	<b>Jul 2018 – Dec 2020</b>
<ul style="list-style-type: none"><li>• Deals in buying and selling of all foreign currencies in accordance with UAE Central Bank regulations.</li><li>• Handles customer queries and complaints.</li><li>• Prepares, reviews, and generates daily and monthly reports.</li><li>• Balancing currencies and coins in cash drawers and calculating daily transactions using computers, calculators, or adding machines.</li></ul>		
<b>Wall Street Exchange Centre LLC</b>	<b>Customer Service Executive</b>	<b>Oct 2016 – April 2018</b>
<ul style="list-style-type: none"><li>• Handles customer inquiries and complaints.</li><li>• Provides valuable information and assistance to all our customers of different nationalities.</li><li>• Explains the product or service to potential customers.</li><li>• Handling complaints for Etisalat, DU, DING, Multi-Currency Cards, Gift Cards, Air Arabia, National Bonds, and E-Dirhams, coordinating with relevant departments, and forwarding resolved feedback to branches.</li></ul>		
<b>Wall Street Exchange Centre LLC</b>	<b>Single Window Operator</b>	<b>Feb 2013 – Oct 2016</b>
<ul style="list-style-type: none"><li>• Deals with buying and selling of all foreign currencies in accordance with UAE Central Bank Regulations.</li><li>• Ensure risk mitigation and adherence to AMLA procedures and KYC. Solicit referrals and initiate cross-selling opportunities with customers.</li><li>• Processing Bank to Bank transfers and Instant Money transfers worldwide for both Send and Receive transactions such as Western Union and Instant Cash.</li><li>• Balance currency and coins in cash drawers at the ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.</li></ul>		

<b>Al Rostamani International Exchange</b>	<b>Senior Cashier &amp; Customer Service</b>	<b>July 2007 – January 2013</b>
<ul style="list-style-type: none"> <li>• Handles foreign remittances and foreign currency exchange and other customer transactions with zero defects.</li> <li>• Responsible for the security of financial instruments such as Drafts, Cheques, and Travelers' Cheques.</li> <li>• Performs Instant transfers all over the world like Express money, Moneygram, Everest, Himal Remit, Travelex, and Cash Passport.</li> <li>• Prepares work schedules for staff.</li> </ul>		
<b>M.S.A. (Manila Southern Associates) - Southmall Las Piñas, Philippines</b>	<b>Foreign Exchange Treasury Assistant</b>	<b>May 2001– February 2007</b>
<ul style="list-style-type: none"> <li>• Act as custodian of forex working fund at the counter and ensure that the working fund is always sufficient.</li> <li>• Ensure that the final reading at the end of the day reconciles with the total foreign currencies purchased and the remaining peso working fund.</li> <li>• Provides administrative support to designated managers.</li> </ul>		

EDUCATIONAL ATTAINMENT

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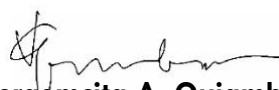
**COLLEGE**

**Saint Michael's College of Laguna**  
 Bachelor of Science in Hotel and  
 Restaurant Management

1995–2000

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I do hereby certify that the above information contained in this resume is true and correct to the best of my knowledge.

  
**Vergemcita A. Quiambao**