

MARY GRACE LLURADA ABORDO

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CAREER OBJECTIVE

To work in a company that will allow acquisition of knowledge and provide opportunities for career advancement.

EDUCATION

Pamantasan ng Lungsod ng Maynila

Bachelor of Science in Business Administration Major in Marketing

EXPERIENCE

➤ **Shams And Bahr Trading Co LLC**

January 04,2023 – January 25,2025

Clerk Back Office Staff

- * Screening all the Voucher both Cheque and Cash Vouchers (outwards and inwards)
- * Checking all the documents
- * Trade License (updated-3 pages)
- * MOA/POA/ AOA/COI/Authorization letter
- * Valid IDs of Partners and Primary Contact person and POA holder
- * Updating and Registration in our system. It must have a proper attachment with OFAC sanction list.
- * Preparing for Authorization Letter (for banks and Customer), Salary Certificate (Employees).
- * Making Cash Booking request and Fund Transfer Letter (Bank transaction).

➤ **Redha Al Ansari Exchange**

October 03, 2020 – November 22, 2022

Clerk - Back Office Staff

Western Union & Fast money/ Tranfast Operation Duties and Responsibilities:

- * Daily and Monthly report for both Western Union & Fast Money Transactions.
- * Doing Amendment and Refund transaction (Western Union & Fast Money) requested by the branches.
- * Answering the inquiries from the staff in the different branches
- * Sending Inquiries from branches to Respective Agents (OFAC / Amendments / asking to assist the beneficiary to Agent)

Receptionist

Duties and Responsibilities:

- * Greet clients and visitors with a positive, helpful attitude.
- * Assisting clients in finding their way around the office.
- * Answering the calls from customers and branches.
- * Sending Payment Order to Concern Department and respective branches.
- * Preparing the Distribution of Water Coupon in Branches
- * Sending Circular to RAE Department heads and Branches
- * Sending payment order to the concern department

Compliance – Company Registration for new account opening (WPS projects)

Duties and Responsibilities:

- * Screening for the documents.
- * Check properly all the documents that were submitted.
- * Checking the Trade license, it should all meet the requirements (30 days grace period is applied)
- * Check business activity
- * If General Trading, it should be specific services or products by the company.
- * Check properly all the validity of Valid ID's
- * If Freezone entity is an overseas company, need to collect the incorporation documents of the "Parent Company."
- * If a partner is under another visa, profession also as a partner, need to collect the valid Trade License of that associate company.
- * Ask for the World Check
- * If all documents meet the requirements proceed on Boarding and do the registration.

WPS – New account Opening:

List of Requirements needs to prepare before submitting to Compliance:

- * Creation customer form
- * Corporate visit report
- * Company Photo and Sign Board
- * Customer Registration form
- * UBO (Ultimate Beneficiary Owner)

- * Trade License (updated-3 pages)
- * MOA/POA
- * Valid IDs of Partners and Primary Contact person and POA holder
- * Employees List
- * Agreement (Sign by Authorized person with company stamp)
- * Authorized Signatory Form
- * Yellow Pay Authorized Form
- * Email Authorized form
- * World Check

➤ **Joyalukkas Jewellery**

May 23, 2016 -April 30. 2020

Sales Executive cum Customer Service

Duties and Responsibility:

- * Greet the customers and listen to customers' comments to know exactly what their requirements are and to know the kind of available jewelry sets and pieces that will meet the specific needs of our customer.
- * Offering information about the products and suggesting insisting promotion and to help customers with decision- making.
- * Give knowledge & correct guidance to customers while they are making their purchase.
- * Establishing contacts & developing relationships with the clients.
- * Achieve the sales target while maintaining utmost focus on quality of customer service.
- * Cross-selling and up selling.
- * Friendly Attitude towards to customer and Colleague

➤ **Al Safeer Group**

March 22, 2014 – April 23, 2016

Cashier

Duties and responsibility

- * Greet the customers when entering and leaving the store.
- * Scans items, provides change, balances drawer, and processes card transactions.
- * Responsible for taking money in the form of cash, check, or credit card from patrons in exchange for food or services.
- * Issue receipts, refund, and change.
- * Cross-sell products and introduce new ones.
- * Handle merchandise returns and exchanges.
- * Maintain clean and tidy checkout areas.

➤ **M.Lhuillier Financial Services – Philippines**

September 14,2010 – March 15, 2014

Branch staff / clerk

Duties and responsibility

- * Greet the customer when entering and leaving the branch.
- * See to it that we follow the Money Transfer Services guidelines in the operating manual.
- * Handling International and Local Money Remittance Transaction.
- * Appraising pawning items like Gold and Diamond (subject approval of supervisor or in H.O-Diamond Division)
- * Checking all inventory like Money, Jewelry, and other valuable items on vault.
- * Key Holder (vault)
- * Organizing daily Transaction
- * Should follow the AMLA procedure.
- * Handling Money Gram sending and receiving money remittance and Xpress Money and Xoom for receiving international transaction.
- * Forex Exchange / Transaction
- * Depositing / withdrawal in the bank.
- * Handled all customer service complaints and issues with courtesy.

PERSONAL PROFILE

- ◆ Date of Birth : 14/03/1984
- ◆ Marital Status : Single
- ◆ Nationality : Filipino
- ◆ Known Languages : English and Tagalog
- ◆ Passport : P7615120A

DECLARATION

I do hereby declare that the information provided by me is true and correct to the best of my knowledge.

MARY GRACE LLURADA ABORDO

