



# ARLENE FARRO PERAN



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4B STREET, AL JAFFLIYA, Dubai, UAE

## SKILLS

- Effective communication
- Teamwork
- Responsibility
- Problem-solving
- Leadership
- International funds transfers
- Adaptability
- Payroll administration
- Analytical skills
- Office management
- Organizational Skills
- Cross-selling expertise
- Banking ethics

## EDUCATION

01/1993 - 04/1996

University of Pangasinan |  
Pangasinan, Philippines

Bachelor of Science Diploma in  
Computer & Secretarial  
Course: Associate in Junior  
Secretarial

## PERSONAL DETAILS

Date of Birth / Age:

September 13, 1975

Nationality: Filipino

Marital Status: Married

Visa Status: Employment Visa

Religion: Roman Catholic

## LANGUAGES

## PROFESSIONAL SUMMARY

As a dedicated and enthusiastic professional, I am committed to delivering superior customer service, consistently achieving high levels of customer satisfaction. With a proven track record of handling a diverse customer base, I excel in swiftly resolving problems and processing transactions with precision and accuracy. My reliability and trustworthiness are backed by over 17 years of experience as a Cashier across various industries, including Food & Beverage, Retail, and Corporate sectors. Skilled in managing a range of office administrative functions, adept at offering customer assistance and providing robust support to team.

## WORK HISTORY

09/2023 - Current

Hostess/Usher/Scanner

Vibes Events Staffing Agency | Dubai, United Arab Emirates

- Welcomed guests with warmth and professionalism to establish positive first impressions.
- Maintained excellent guest satisfaction by providing attentive, proactive and helpful service.
- Created memorable customer experiences through attentive, responsive service.
- Directed guests to correct seating locations and answered questions about facility amenities.
- Supplied clients with information about current and future events at facility.
- Carried out day-to-day duties accurately and efficiently.
- Quickly learned and applied new skills to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Supported team by demonstrating respect and willingness to help.
- Consistently arrived at work on time and ready to start immediately.
- Offered friendly, efficient customer service and handled challenging situations with ease.

English

Fluent

Arabic

Beginner

Tagalog

Fluent

- Applied positive customer service approach to increase satisfaction levels.

08/2012 - 09/2022

### **Teller/Customer Service**

**Al Rostamani International Exchange | Dubai, UAE**

- To ensure that transactions and documentation process is in line with both internal and regulatory compliance requirements. Anticipating customers needs and treat them as very important person
- Knowing features and benefits of all products in store
- Giving full assistance to customers in counter area
- Applying store standard operating procedure at all times
- Handling complaint and query
- To ensure that transactions and documentation process is in line with both internal and regulatory compliance requirements. through applying consistent courtesy standard
- Provide advice and guidance about ARIE Products & Services to customers as and when necessary
- Handle Foreign Currency, Remittances, and other customer transactions as required by the Corporate or WPS customer or the Retail customer and as assigned by the Branch Management / department manager, with zero defects
- Identified and resolved financial discrepancies and escalated critical errors to management.
- Assisted customers with questions about products, services and terms.
- Took care to verify transactions and maintain security protocols, protecting institution from avoidable losses.
- Maintained compliance with internal controls and CENTRAL BANK banking regulations.
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives.

04/2008 - 07/2012

### **Cashier/Sales Representative**

**Sharaf DG LLC, Time Square | Abu Dhabi Airport Duty Free, UAE**

- Cashiering in Exhibition's Snack bars and Mobile Counter using Micros and cash register
- Preparing the cash sales and handover it to the general cashier at the end of the duty
- Ensure cleanliness in the assigned counters
- Preparing Stand Catering cheques for Exhibitors
- Receiving Cash & Cheque Payments Voucher
- Maintains a solid knowledge of products and services available in venue
- Communicates with management, and service staff immediately to rectify any and all guest needs and requests.

04/1998 - 07/2002

### **Loan Administrator**

**LGA lending Investors | Pangasinan, Philippines**

- Gathering financial information, including proof of income from applicants
- Performing credit checks to inquire about an applicant's borrowing history
- Assessing an applicant's finances, credit history and employment status to determine their lending capabilities
- Browsing available loans to identify options that match the applicant's current financial status
- Exploring payment options on available loans to find ideal structures for the applicant
- Explaining the terms and conditions of a loan to an applicant
- Offering advice, if requested, on which of the offered loan options is best suited to their needs and financial capabilities
- Working with lender staff to initiate the loan on behalf of the applicant.

*03/1997 - 03/2002*

**Clinic Secretary**

**Children's Clinic | Pangasinan, Philippines**

- Receive and assist patients as needed
- Type medical documents (e.g
- Physician dictations and patient charts)
- Maintain detailed patient and medical records
- Manage office communications (e.g
- Phone, correspondence)
- Schedule medical appointments (e.g
- Follow up check-ups, vaccination)
- Work with insurance companies to process claims
- Process invoices, bills and payments
- Ensure confidentiality of sensitive information
- Performs various clerical and administrative functions such as ordering and maintaining an inventory of supplies.