



# MARIEL REMOQUILLO MIRA

## INFORMATION



Al Muraqqabat, Dubai  
United Arab Emirates



055-132-5349



marielmira@yahoo.com

## QUALIFICATIONS PROFILE

Performance-focused, goal-driven, and highly motivated professional interested in pursuing a challenging career to utilize knowledge and skills honed from solid educational background and experience. Equipped with outstanding communication and interpersonal skills in addressing and resolving complex issues to ensure consistent delivery of top-quality service and customer experience. Effective at establishing rapport with various individuals of diverse background. Proficient with Microsoft Office Suite (Word, Excel, and PowerPoint).

## AREAS OF EXPERTISE

- Clients Relations
- Regulatory Compliance
- Customer Needs Assessment
- Cash Management
- Cross-functional Collaboration
- Financial Analysis
- Administrative Support
- Payment Processing
- Rapid Conflict Resolution

## EDUCATION & CREDENTIALS

### Bachelor of Science in Business Administration

#### Major in Financial Management (2009-2013)

Lyceum of Alabang

Muntinlupa City, Philippines

*Recipient of Special Academics Award*

### General Curriculum (2005-2009)

San Lorenzo School

San Pedro Laguna, Philippines

*2nd Honorable Mention*

## PROFESSIONAL EXPERIENCE

### MULKITI

DUBAI, UNITED ARAB EMIRATES

#### Project-Based Admin & Technical Support Feb 2021-Aug 2021

- Coordinating office activities and operations to secure efficiency and compliance to company policies.
- Update financial data in MIS to ensure that information is accurate and immediately available when needed.
- Ensures all business transactions are recorded and updated on daily basis.
- Prepare and submit timely reports / presentations as assigned.
- Develop and maintain a computer & manual filling system.
- Meeting and Assisting customers with regards to their queries on their property.
- Escorts customers to their unit for inspection and snagging.
- Responsible for handing over keys, manuals, and other relevant documents to customers after verification of necessary documents and requirements.
- Conducts follow ups and ensures smooth coordination with other department with regards to customer queries.
- Provides general support to the team as needed.
- General Office Management such as ordering stationary.

### FIRST ABU DHABI BANK – FAB (OUTSOURCED BY ZTECH MANPOWER)

ABU DHABI, UNITED ARAB EMIRATES

#### Cash Management Operations Analyst Jul 2018–Sep 2020

- Seamlessly manage cash delivery and collection requests of all UAE FAB branches as well corporate customers.
- Closely collaborate with the service provider to ensure the on-time submission of the delivery/collection of cash; collection of counterfeits note to be submitted to Central Bank; and Branches Cash Safe Custody.
- Hold full accountability in processing daily transactions including ATM & CDM's reconciliation entries and other branch support functions.
- Take charge of performing End-of-Day balancing report & month-end report.
- Investigating and resolving any irregularities or discrepancies.
- Provide prompt response to all inquiries and complaints from branches and corporate customers.
- Guarantee on completion of assigned tasks in accordance with company's requirements and procedures.

### REDHA AL ANSARI EXCHANGE

DUBAI, UNITED ARAB EMIRATES

#### Follow Up Clerk / Customer Service Nov 2016–Jul 2018

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.

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## SEMINARS ATTENDED

### AMLA (Anti-Money Laundering)

Redha Al Ansari Exchange Mgt Office  
Dubai, United Arab Emirates

- Year 2016

Bank of the Philippine Island University  
Makati, Philippines

- Year 2013
- Year 2015

### Building a Business and Branding in Asia

San Beda College Alabang, Philippines  
February 29, 2012

### Achieving Excellence Through Technology

Thomas Aquinas Research Complex Auditorium  
University of Santo Thomas Manila, Philippines  
August 5, 2011

### Strategic Decision Making in the Business World

Lyceum of Alabang Sports Center  
Alabank Building Putatan, Muntinlupa

## PERSONAL INFORMATION

Date of Birth	>	May 8, 1993
Age	>	28
Marital Status	>	Married
Citizenship	>	Filipino
Height	>	5'0
Religion	>	Christian-Catholic
Sex	>	Female
Language	>	Tagalog, English

- Take charge of processing western union transfers, withdrawals, and cash payouts.
- Perform various administrative functions which involves conducting monthly and daily reports, monitoring of remittance transactions, and maintaining all level of daily cash.
- Carry out smooth and error-free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.

### **BANK OF THE PHILIPPINE ISLAND (BPI FAMILY SAVINGS BANK)**

SAN PEDRO LAGUNA, PHILIPPINES

#### **New Accounts/Client Service Representative May 2013– Mar 2016**

- Fulfilled various duties including answering queries from customers, processing foreign transactions, and providing information to clients regarding to services such as deposit accounts, bonds, and security that bank can provide.
- Demonstrated proven expertise in handling and resolving customer complaints.
- Gathered all the information needed in opening new accounts by facilitating interviews to new customers.
- Took charge of creating duplication of records and distributing it to branch offices.

#### **Bank Teller/Client Service Associate**

- Carried out several duties including processing loan payments and money transfers, cashing checks, and accepting deposits and withdrawals.
- Conducted promotions regarding to bank's products and services.
- Performed and provided excellent customer service to ensure customer's satisfaction.

### **SHARP PHILIPPINES CORPORATION - SPC**

MANILA, PHILIPPINES

#### **Intern-Accounting Department**

**2012**

----- References Available Upon Request -----

**I hereby declare that all the above information is true and correct to the best of my knowledge.**

**Mariel Mira**  
Applicant's Name