

# VALERICA MITREA

## Summary

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Reliable Customer Service Representative with over 8 years experience in the financial services industry, providing exceptional customer service. Dedicated to supporting customers with all enquiries, resolving financial issues and cultivating a positive image of the company. Committed to following all financial procedures and utilizing effective people skills to win and retain loyal customers.

## Contact

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Doha, QATAR

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## Skill Highlights

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- Customer service and retention
- Enthusiastic communicator
- High level of ethics, integrity and reliability
- Complex and creative problem solver
- UK and foreign cash handling
- Upselling and cross-selling
- Dilligent supervision
- Strong decision maker

## Nationality

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BRITISH / ROMANIAN

## Languages

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English – C1

Romanian – C2

Spanish – B2

## Experience

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### Branch Supervisor – Credit Change UK LTD – Leicester UK

May 2024 till present

- Managing branch opening/closing procedures and monitoring the whole branch activities
- Managing and supervising cash movements per day, including cashier, inter-branch and bank funding
- Managing the branch transactions and following the status constantly
- Attending customers enquiries through all communication channels and providing permanent assistance
- Respecting and complying with AML rules, policy and procedures of the company at all times.
- Training and monitoring the new attending staff in the branch

### Branch Supervisor – UAE Exchange UK LTD – Leicester UK

March 2023 -May 2024

- Managing branch opening/closing procedures and monitoring the whole branch activities in the absence of the branch head
- Managing and supervising cash movements per day, including cashier, inter-branch and bank funding
- Respecting and complying with AML rules, policy and procedures of the company at all times.
- Training and monitoring the new staff in the branch
- Meeting customers, identifying their requirements and providing a high-quality service, in order to maintain a good and professional relationship with them.

### Customer Service Associate – UAE Exchange UK LTD – Leicester UK

March 2016 – March 2023

- Handling cash movements per day, including cashier, inter-branch and bank funding
- Use a till system to process UK and foreign currency transactions
- Conducting different front office transactions like send/receive money through services like Western Union, Express Money, Foreign Exchange, international bank transfers and all other products of the company.

## Strengths

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- Leadership skills
- Strong work ethic
- Positive mindset
- Earning trust of others
- Patience
- High attention to details

## Hobbies

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- Travelling
- Foreign languages
- Music

- Collecting appropriate documentation for each and every transaction as per AML policy and regulations
- Respecting and complying with AML rules, policy and procedures of the company at all times.
- Attending all branch phone calls and providing information as required by the callers.
- Identifying and seizing potential customers or business.
- Promoting new products and service introduced by the company to the customer
- Working with different communication tools, including inbound and outbound customer calls, emails and letters.
- Resolving difficult customers situations effectively while delivering professional customer service

### Consultant- Parliamentary Office - 2012 -2015

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#### Parliament of Romania - Chamber of Deputies – no.18 Constituency, Galati

- Personal consultant of the deputy
- Keeping the evidence of the upcoming commitments and responsibilities
- Managing an active calendar of appointments
- Managing a number of tasks to meet allocated deadlines
- Coordinating the parliamentary office
- Drafting legislative specific documents
- Dealing with incoming email, faxes and post of the deputy
- Organizing conferences, seminars and social activities
- Managing mass media relationship
- Organizing and coordinating specific activities for election campaigns

## Education

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### 2011-2013

- **Master's degree in Management and Quality Management at Faculty of Economics and Business Administration, "Dunarea de Jos" University, Galati, Romania**

### 2008-2011

**Faculty of Economics and Business Administration, "Dunarea de Jos" University Galati, Romania**

## Additional qualifications

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- GDPR Compliance and Risk Management - 2025
- Attending trainings regarding advanced Anti Money Laundering and combatting terrorist financing (AML/CTF) compliance guidelines
- Information Security Awareness Course – 2017
- Professional Excellence Workshop – by Job Secura HR & Management Consultants- 2017
- Secretary of "Liberal Studies and Research Center" NGO, Galati, Romania
- Secretary at National Liberal Party, Romania, Youth department

## References

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To be provided upon request