

ABBIGAIL SALVADOR CASTILLON



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CAREER OBJECTIVE

Experienced Teller with talent for providing exceptional customer service and managing transactions smoothly. Enhanced branch efficiency by streamlining processes and training new staff, leading to improved customer satisfaction. Recognized for accuracy and trustworthiness in handling cash and financial records, contributing to positive banking experience.

EDUCATION

**Bachelor of Science in Business
Administration Major in Marketing
Management,
University of Southern Mindanao**
2012 – 2016 | North Cotabato, Philippines

KEY ACHIEVEMENTS

- Successfully completing and recording a high volume of currency exchanges while minimizing errors.
- Providing prompt, friendly and efficient service to customers who are often in a hurry, answering their queries and resolving issues.
- Adhering to anti-money laundering (AML) and other financial regulations, which is vital for preventing fraud and maintaining legal operations.
- Precisely managing a cash drawer, including counting, balancing and securing the funds.

WORK EXPERIENCES

Remittance Teller/Cashier, Al Zaman Exchange W.L.L.

May 2023 – November 2025

7th Floor, H&A Building Ras Abu Abboud St., Old Al Ghanim Doha, Qatar

- Built strong customer relationships to foster loyalty and repeat business.
- Coordinated with other team members to manage peak hours effectively.
- Identified opportunities for cross-selling bank products, boosted sales performance.
- Detected counterfeit notes using specialised equipment, safeguarded branch against fraud.
- Maintained confidentiality of client information, ensured compliance with data protection regulations.

Bank Teller, Card Bank Inc. - Davao Branch

February 2019 – August 2022 | Davao City, Philippines

- Performed daily cash drawer reconciliation to maintain accuracy.
- Organised documents, enhancing administrative efficiency.
- Ensured safety and confidentiality of clients and bank assets, adhering to bank security policies across all tasks.

Office Clerk, Staff Alliance Incorporation

February 2018 – February 2019

Banco De Oro- Claveria Davao City, Philippines

- Increased productivity through proficient use of Microsoft Office Suite tools.
- Handled confidential documents ensuring they remained secure contributing to data protection compliance.

Administrative Staff, Hexamindz Corporation

August 2016 – February 2018 | Davao City, Philippines

- Interacted professionally with clients providing excellent service at all times.
- Initiated purchase orders for office supplies ensuring cost-effective procurement.
- Managed front desk duties to ensure smooth operation of reception area.

SKILLS

- Anti-Money laundering understanding
- Currency exchange experience
- Personal identification verification practices
- Cross-Selling proficiency
- In-Depth fraud awareness
- Knowledge of bank regulations
- Know Your Customer checks
- Currency conversion
- Fraud detection
- Accurate cash handling
- Customer relationship management
- Cross-selling expertise
- Accounting machine operation
- Cash drawer balancing
- Telephone etiquette
- Communication proficiency
- Anti-Money laundering compliance
- Cash handling