

ANA MARIE BANTILLO AMPO

Teller — Remittance Cashier — Customer Service

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Professional Summary

Customer-focused **Teller and Remittance Cashier** with **4+ years of experience** in exchange house operations within the UAE. Proven expertise in **cash handling, remittances, WPS salary processing, AML/KYC compliance, and customer service**. Strong record of maintaining **100% transaction accuracy**, reducing service time, and ensuring full regulatory compliance while delivering professional and courteous customer support in high-volume branch environments.

Professional Experience

Teller / Remittance Cashier

Aug 2024 – Jan 2026

REDHA AL ANSARI EXCHANGE, UAE

- Processed **120–150+ daily transactions** including cash, cheques, and remittances with high accuracy.
- Ensured **error-free transactions** and adherence to service-level turnaround times.
- Acted as frontline customer contact, resolving queries and complaints professionally.
- Provided clear guidance on exchange rates, remittance options, and financial services.
- Maintained complete transaction documentation in line with company filing standards.
- Balanced cash drawers daily, achieving **zero cash shortages or excesses**.

Teller / Clerk

Sep 2019 – Nov 2022

DENIBA INTERNATIONAL EXCHANGE, UAE

- Entered and verified cash transactions using the **Symex system**.
- Generated daily reports and maintained audit-ready records.
- Handled **WPS salary processing** and disbursement for corporate clients.
- Prepared journal entries, cash receipt, and payment vouchers.
- Issued and managed **C3 salary cards**, including complaint resolution.

Core Skills

- Cash Handling and Reconciliation
- Remittance Processing
- Teller Operations
- Customer Service Excellence
- AML and KYC Compliance
- WPS Salary Processing
- Exchange House Systems
- Transaction Documentation
- Queue and Time Management
- Complaint Handling
- Financial Reporting
- Attention to Detail

Education

Information Technology Program

STI Tagum College, Tagum City, Philippines

2014 – 2016

Secondary Education

Tagum National High School, Tagum City, Philippines

2008 – 2012

Education

San Vicente Elementary School, Asuncion, Philippines

2002 – 2008

Additional Information

Nationality: Filipino

Gender: Female

Date of Birth: 06 November 1995

Marital Status: Single