



NURHAYATI

Banking and Finance with 10+ years of experience,
KYC, EDD, AML.

Analyzes and researches relevant data, escalates
alerts, and decides to approve or decline some
verification datas or transactions.

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in <https://www.linkedin.com/in/nurhayati-30634122a>

OBJECTIVE

To gain long term employment with a company
that is on or looking to be on the cutting edge, a
company that puts value on people and the
products they are promoting. Honest and
Ethical, I am looking to call this company my
family.

SKILLS

- Adaptability
- Analytical
- Attention to detail
- Customer Services
- Collaboration
- Communication
- Flexibility
- Handling Pressure
- Problem Solving
- Strong Work Ethic
- Time Management

EXPERIENCE

**15/02/2012 -
03/07/2022**

Al Ansari Exchange LLC

Teller

- > To serve clients at Teller window in a courteous and professional manner through a variety of transactions such as collecting cash, foreign currencies exchange, bills payment, and execute money transfer transactions.
- > Verify customers information through checking their Identifications and other required documents (KYC, EDD, AML).
- > Executes financial transactions in accordance with the company policies and procedures while maintaining an acceptable record in daily drawer balancing.
- > Balance currency in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, and counting machines.
- > Inform customers about foreign currency regulations, and compute transaction fees for currency exchanges.
- > Follow all policies (Company, CBUAE) and guidelines carefully including internal security measures, legal aspects and regulations of company to ensure the safety and security of customers and company's assets.
- > Ability to work in shifts, and overtime/weekends/holidays (if needed).

**08/11/2007 -
31/05/2010**

Emirates Leisure Retail

Cashier

- > Do cashiering and file necessary documents for a day sales like credit card, cash sales and discount sales.
- > Fill up the necessary form for the financial up to date sales.
- > Do side duties like helping bar attendant in mixing mocktaildrinks, and taking order through phone (take away and home delivery).

**August 1, 2006
and 2007 -**

PT. Bank Negara Indonesia (Persero) Tbk

Teller

**August 16, 2006
and 2007**

- > Provides superior and quality customer services.
- > Provides customers efficient and accurate transaction processing.
- > Involved in ordering, receiving, verifying and distributing cash.
- > Open and close vault.
- > Balance cash daily.

**March 2004 -
September 2004**

PT. Palunesia Makmur

Administrative Assistant

- > Doing up to date delivery status data.
- > Doing monthly inventory for all our supplies.

**November 2001 -
February 2003**

PT. Aringga Tribinawan

Customer Services (Operator Telephone)

Handling callers and dealing with customer issue in regards of telephone company policies.

EDUCATION

2001-2005

Universitas dr Soetomo

Bachelor Degree (Mass Communication-Public Relations)
3.26

1997-1998

Prisma Professional

Diploma 1 year (Banking and Finance)
3.00

PROJECTS

Voice Talent

Audio Drama KVDAI Classroom Batch 2 in Spotify.
Dubbing film in OTT

REFERENCE

Emad Ibrahim Yousef Hassan Mohammad - Ex-Manager

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Ana Katrina Vinculado Yamson - Teller

Al Ansari Exchange LLC
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VOICE ACTING ENTHUSIAST

Audio book, Audio drama, Dubbing, Voice Over (TV/Radio Commercial, Company Profile).