



# GERBIE ANNA BALLESTEROS



## Contact



Al Attar Building DIFC, Dubai, UAE



+971 54 459 2126



<https://bit.ly/geanLinkedin>



gebhaylania@gmail.com



## Core Competencies

- ▶ Excellent organizational and time management skills
- ▶ Strong attention to detail and accuracy
- ▶ Effective communication and interpersonal skills
- ▶ Proficiency in MS Office Suite (Excel, PowerPoint)
- ▶ Ability to work independently & collaboratively in a team
- ▶ Ability to prioritize tasks
- ▶ Can work under pressure
- ▶ Strong problem-solving & decision-making abilities
- ▶ Proven experience in sales support and administrative role
- ▶ Ability to adapt to changing priorities and work in a fast-paced environment



## About Me

Extensive sales, Customer service, and Administrative Support Experience. A quick learner who thrives in deadline-driven environments while paying attention to detail and consistently applying follow-up skills. Demonstrate ability to handle complex tasks and resolve customer complaints. Highly motivated, reliable individual.



## Work Experience

### ADMIN SALES SUPPORT

#### *B&S World Supply DMCC*

September, 2021 - present

- Provide administrative support to the sales team.
- Responsible for an end-to-end process (inbound/outbound) for local (UAE) purchases and deliveries.
- Serves as Sales Support for Fastlane and Maritime Orders for Netherlands Headquarters specifically for the Food Service/Fulfillment Department.
- Receive and process sales orders accurately and efficiently, ensuring all required information is complete. Coordinate with various departments, such as purchase and logistics, to ensure timely order fulfillment.
- Assist sales team with after-sales documentation.
- Respond to customer inquiries promptly and professionally via email or phone calls. Provide information about products, pricing, availability, and delivery schedules. Assist in resolving customer complaints or issues by coordinating with the relevant department.
- Build and maintain strong relationships with customers by providing exceptional customer service. Follow up with the customers to ensure satisfaction and identify opportunities for upselling.

### COUNTER STAFF TELLER

#### *Delma Exchange*

January, 2020 - September, 2021

- Process local and international remittances
- Buying and selling foreign currencies
- Cash handling for day-to-day branch transactions
- Deposit remittance collections to the bank
- Dealing with customer complaints with excellent customer service

## Seminars Attended

- **Seminar on Team-building**  
*January 23, 2010*
- **Seminar on Anti-Money Laundering Act**  
*April 17, 2010*
- **Seminar for Bank Risk Management**  
*May 16, 2010*
- **Teambuilding Workshop and Excellent Customer Service Training**  
*September 8-9, 2012*
- **Training on Money & Counterfeit Detection**  
*August 2017*
- **Training on Signature Verification & Forgery Detection**  
*May 2018*
- **Training on AMLCFT & Due Diligence with special reference to the Anti-Money Laundering Regulations (Ref:24/2000) of Central Bank of the UAE (Foreign Exchange & Remittance Group / FERG)**  
*February 18, 2020*
- **Training on Counterfeit Money Detection and Fraud Detection**  
**Delma Exchange Head Office, Dubai UAE**  
*June 26, 2021*
- **Interface Training - Food Segment**  
**B&S World Supply DmCC - Dubai Office**  
*June 6, 2023*
- **Customs/SGS/Stock Coding Training - Food Segment**  
**B&S World Supply DmCC - Dubai Office**  
*June 7, 2023*
- **Legal & Incoterms Training**  
**B&S World Supply DmCC - Dubai Office**  
*September 1, 2023*

## E DIRHAMS CASHIER

### ***Innovations Direct Employment Services***

April 7, 2019-November 25, 2019

- Responsible for selling and loading E dirham Cards for government services payment.
- Resolve customer queries regarding mainly E dirhams.
- Responsible for overall cash transactions for the day.
- Ensure all the counter cash collections for the day will be deposited.

## DOCUMENT CONTROLLER

### ***Sienit International Engineering & Contracting Co., LLC***

December 2, 2018-February 20, 2019

- Safekeeping of important project documents like project plans, vendor contracts, drawings, and submittals.
- Preparing and submitting submittal approval for the consultants
- Preparing RFI's and other forms for work orders.
- Preparing daily, weekly, and monthly project progress reports.

## BRANCH SERVICE ASSOCIATE/ PRIMARY TELLER

### ***CitySavings Bank Inc.***

November 2013-August 2018

- Responsible for all the over-the-counter cash transactions of the bank.
- Post transactions directly on depositor's accounts.
- Responsible for the processing of loan applications for DepEd employees.
- Prepares daily and monthly reports for the Loans Department.
- Prepare Exception Approval communication for High-risk clients.
- Assists in the preparation of reports needed by the management

## BRANCH TELLER/CASHIER

### ***Rural Bank of Cauayan Inc.***

July, 2011-October, 2013

- Responsible for all the over-the-counter cash transactions of the bank.
- Post transactions directly on depositor's accounts.
- Main vault custodian.

## References

- **Janine Pearl Crystal**  
*Admin Sales Support Supervisor*  
*Foodservice/ Fulfillment Department*  
**B&S World Supply DmCC**  
+971557171563
- **Alaiza Jane Obina**  
*Admin Sales Support Supervisor*  
*Foodservice/ Fulfillment Department*  
**B&S World Supply DmCC**  
+971561965792
- **Richard Dunlop**  
*Digital Operations Manager*  
**B&S World Supply DMCC**  
+971581054226

## ● **BRANCH CASH AND SAVINGS (CASA)** **BOOKKEEPER**

*Rural Bank of Cauayan Inc.*

June 2009- July 2011

- Process account opening for Deposit Products.
- Responsible for posting and clearing inward checks



## Education

### ● **ISABELA STATE UNIVERSITY, ECHAGUE CAMPUS**

*Bachelor of Science in Business Administration*

*Major in Management Accounting*

June 2005 - April 2009

- Deans Lister (College Scholar)
- • Provincial Board Scholar (2005-2009)

### ● **SAN MATEO VOCATIONAL AND INDUSTRIAL HIGH SCHOOL**

*Old Centro Proper, San Mateo, Isabela, Philippines*

June 2001- April 2005

- • Class Valedictorian

**Gerbie Anna Ballesteros**

*Applicant*