



ARA KAREN MABAQUIAO

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Al Nahda, Sharjah, UAE

EDUCATION

BSBA – Financial Management
Notre Dame of Dadiangas University
2014 - 2020

SKILLS

- Time Management & Organization
- Anti-Money Laundering Compliance
- Team collaboration
- Customer service & Support
- Cash handling & Payment Processing

CERTIFICATIONS

- Advanced Anti-Money Laundering
October 5, 2024
Al Ansari Exchange LLC
- Risk and Fraud Prevention
July 25, 2024
Al Ansari Exchange LLC

About Me

A motivated and dependable professional with strong skills in customer service, teamwork, and problem-solving. Adaptable and quick to learn new tasks, with a commitment to delivering high-quality work under pressure. Dedicated to contributing to company goals and continuously improving personal and professional skills. Ready to take on new challenges with energy and a positive attitude.

WORK EXPERIENCE

May 2023 - May 2025

Al Ansari Exchange, UAE

Remittance clerk

Under Compliance Officer (October 2023 / September 2024)

- Delivered fast, accurate, and professional customer services.
- Resolved customer complaints independently while ensuring customer's satisfaction.
- Promoted and cross-sold financial products and services.
- Complied with AML (Anti-Money Laundering) rules, ensuring branch documentation was audit ready.
- Handled branch daily files and verified no missing files for audit observations.

July 2022 - March 2023

Al Safer Group of Companies, UAE

Stall and Market Salesperson

- Demonstrated and sold goods while providing exceptional customer service.
- Explained product qualities to customers and handled payment transactions.

April 2021 - July 2022

KCC Mall of Gensan, Philippines

Accounting Analyst

- Processing accounting receivables and incoming payments following financial policies and procedures.
- Performed daily financial transactions: verifying, classifying, computing and recording accounts receivable data.
- Prepared bills receivable, invoices and bank deposits accurately.