

Dynamic and ambitious professional with 14+ years of experience in money exchange centre and customer service. Cultural awareness and a global mindset gained through a unique mix of international experience, building awareness surrounding best practices in customer service.

EDUCATION AND QUALIFICATIONS

Kerala University, India
Bachelor of Law

2005

MG University, India
Bachelor of Commerce

1999

PROFESSIONAL EXPERIENCE

UAE Exchange Centre LLC, United Arab Emirates
Operations Officer

Feb 2008 - Feb 2022

Oversee all aspects of financial transactions to ensure timely transfer of foreign currencies and remittances. Proficient in exchanging different currencies. Responsible for ensuring quality of service.

Duties and Responsibilities:

- International swift transfers, issuance of telex transfers, drafts in various currencies, traveller's cheques, instant cash transfers such as Western Union and Express Money.
- Giving suggestions and competitive rates to corporate and individual customers for their remittance and foreign exchange and inform them available financial products and services to address their needs.
- Air ticket payments - Accepting payments for airlines.
- Payroll solutions (WPS) - Salary disbursement at branches, company site, labour camps.
- Payment channel solutions - Acceptance of utility payments.
- Investment and saving schemes - Issuance of National Bonds, Mashreq Millionaire and FGB Saving Certificate.
- Issuance of travel cards and loading card with appropriate currencies.
- Maintain friendly and professional customer interactions by timely completion of transactions, answering questions in person or telephone.
- Handle customer complaints attentively, generate request, coordinate with correspondent banking department, communicate with the customer and escalate issues to Branch Management as required.
- Handle customer requests for closing accounts, provide statements, inquiries and resolve problems or discrepancies concerning their accounts.
- Recording amounts received and preparing reports of transactions. Daily reconciliation of remittances, drafts, branch accounts and sending reconciliation statements, maintained and balanced a cash drawer.

- Contributed to Team by accomplishing related targets as needed.
- Ensure compliance according to Central Bank policies and guidelines and procedures to minimize risk and protect the financial well-being of the customer.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Floor management - Proper placement of advertisement materials, managing lengthy queues during peak hours.
- To undertake any additional responsibilities or duties as assigned by Manager.

EARLY CAREER SUMMARY

Overseas Global Logistics, Kerala, India

Sr. Executive - Marketing

Aug 2006 - Sep 2007

Generating sales lead for the company, freight negotiation and compilation, coordination of sales and operations plans, coordinating with associates and clients.

ICICI Bank Ltd., Kerala India

Business Development Executive

Jun 2005 – Jul 2006

Sourcing new clients for the bank, serving existing clients, selling the bank products.

CORE COMPETENCIES

- Team Collaboration
- Customer Relationships
- Analytical Thinking

Languages Known: English, Hindi and Malayalam.

IT Skills: Amigo ▪ Microsoft Office.

Visa Status: Long term visit.