

Arun Krishnan M.K



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Visa Status: visit visa

CAREER OBJECTIVE

Aspire to work in an invigorating corporate environment that could give me a varied professional exposure commensurate with my competence. Aiming to become a vital success factor of a forward looking organization.

CAREER SUMMARY

A career spanning over more than 7 years of professional experience

- **7 Months 2022 Since January till August** – Al Mulla Exchange Co, Kuwait –**Customer Service Manager**
- **6 Years & 4 Months**– July 2015 to December 2021 – Al Mulla Exchange –**Customer Care Executive**
- **MBA In Human Resource and Marketing (Anna university Chennai, India)**
- **BSC in Mathematics (Calicut University, Kerala, India)**
- **Certified Diploma in Microsoft Office**
- **Higher Secondary Education (Kerala, India)**
- **Matric (Kerala, India)**
- **Skill Set:** Book keeping, GL, MS Office

PROFESSIONAL EXPERIENCE

ORGANIZATION- Al Mulla Exchange Co (A group of is a multi – disciplinary conglomerate, engaged in a wide spectrum of Business Activities Founded in 1947.)

Tenure- (8Months 2022 Since January till August)

Designation- Customer Service Manager

Responsibilities/Contributions:

- Supervising day to day operations in the customer service department.
- Responding to customer service issue on timely manner.
- Executed Customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 10 to 15 different currencies.
- Maintain accurate records and documenting all customer service activities and discussions.
- Compliance report preparation and submit to higher authority.
- Strong knowledge in FX Transactions.

.Al Mulla Exchange (A group of is a multi – disciplinary conglomerate, engaged in a wide spectrum of Business Activities Founded in 1947.)

Tenure- (6 Years & 4 Months)

Designation- Customer Care Executive (From July 2015 to Dec 2021)

Responsibilities/Contributions:

- Executed Customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 15 different currencies.
- Maintained balancing record with 100% accuracy.
- Proficient in using computer and other office equipment's.
- Exceeded monthly sales targets.
- Records amount received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duty assigned by shift supervisors.

PROFESSIONAL QUALIFICATION & CERTIFICATION

Degree/Qualification	Institute	Year	Status
MBA In Human Resources and Marketing	Anna University Chennai, Tamil Nadu, India	2012	Pass
BSC in Mathematics	Calicut University, Kerala, India	2010	Pass
Higher Secondary Education	Kerala Board Kerala , India	2007	Pass

COMMUNICATION SKILLS

- Strong report writing and communication skills
- Fluent in English , Hindi , Tamil , Malayalam

PERSONNEL DETAILS

- D.O.B 29 January , 1989
- Marital status Married
- Nationality Indian
- Gender Male
- Visa Status Visit Visa
- Passport No L 6894656
- Reference Shall be provide upon request