

## Curriculum Vitae

**Career Objective:** *To excel in the field of customer service Industry by taking every day as learning experience for Personal and Organizational growth.*



### **RINU JOY**

#### **Permanent Address**

PANAYARATHAZHETHIL

MANAKALA P O

ADOOR

PATHANAMTHITTA DIST.

KERALA, INDIA 691551

**E-Mail:**rinujoy@gmail.com

**Contact:**+968 71749795

**What up :** 8547694330

#### **Personal Data**

**Date of Birth** : 26/05/1987

**Sex** : Male

**Nationality** : Indian

**Marital Status** : Married

**Languages known** : English, Hindi

Malayalam, Arabic

#### **Hobbies**

- Listening Music
- Reading
- Traveling

#### **Education**

- SSLC From Board of Examination Kerala
- Plus 2 from Board of Examination Kerala
- B.Com from Kerala University in the year 2007

#### **Work Experience**

##### **Modern Exchange Co LLC , Sultanate Of Oman**

**Designation: Branch Manager**

**Duration : 01/08/2015 to 29/05/2021**

##### **Responsibilities-**

- Develop and execute marketing strategy to achieve monthly target set by Management
- Making Healthy Team Spirit in the entire staff to achieve their corridor target.
- Interacting with customers and solve their queries like exchange rates and money products
- Prepare daily reports and send it to Management and Higher officials
- Conducting Daily cash collection from staffs and make it ready for next day Bank deposit
- Verify staff attendance register and prepare their salary based on the attendance and forward to accounts department for salary transfer.
- Verify various registers like Key movement register, Cash deposit register and make sure that all entries done by staffs are accurate and up to date.
- Verify the filing of importance documents like High value customer details, Anti Money Laundering deceleration details, Suspicious transaction reporting details which is required for Central bank of Oman Auditing.
- Prepare and present monthly report in Review meeting set by top management officials.

## **Passport Details**

Passport No R4803199

Date Of Expiry : 04/09/2027

### **Key Skills**

- *Ability to work under pressure.*
- *Logical approach to problem solving, good analytical ability.*
- *Rapo Builder*
- *Learning ability – Desire to acquire new technologies & knowledge.*
- *Fast learner*
- *Good communication skill.*

## **Modern Exchange Co LLC , Sultanate Of Oman**

**Designation: Help Desk /Cashier**

**Duration : 24/02/2012 to 31/07/2015**

### **Responsibilities-**

- Conducting Money remittance to India ,Pakistan, Bangladesh ,Philippines, Nepal, Europe and GCC
- Money Remittance through Money Products like Western Union, Xpress Money & Trans-Fast
- Conducting Western union & Xpress money Paid out after confirming customer Identification
- Conducting Foreign currency exchange
- Attending Telephone calls and solve customers' Queries
- Sending complaints like transaction amendment, cancellation of remittance to the concerned departments for providing best service for the customers
- Conducting marketing and telemarketing to achieve corridor target set by management

## **Fitwell Constructions, Baroda**

**Project : RBPH. Gujarat**

**Duration : 21/01/2011 to 03/01/2012**

- Work involved in preparing measurement sheet, datasheet, payroll, basic book-keeping duties, administrative support to team of accountants, preparation of accounts payable, maintain filling and invoice monitoring systems etc.

## **Super Engineering Services, Baroda**

**(Process control instrumentation Engineers Contractors)**

**Project : Gujarat Borosil, Well known polyester, Garden silk Mills, Etc.**

**Duration : 10/07/2008 to 24.12.2010**

- Work involved in preparing measurement sheet, datasheet, payroll, basic book-keeping duties, administrative support to team of accountants, preparation of accounts payable, maintain filling and invoice monitoring systems etc.

**Relevant Software Skills**

- Oracle EMOS for money remittance
- JAVA for money remittance ce
- Internet applications
- MS Office
- Tally 9 ERP
- Financial Accounting program

**Reference:**

**Philip Koshy**  
General Manager  
Modern Exchange Co LLC ,  
Sultanate Of Oman

**Place: -**

**Date: -**

**Sincerely**

*RINU JOY*