



SIMI AP

CONTACT



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Near metro station Dubai



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SKILLS

- Salesforce CRM
- Foreign exchange consultation
- Teller training
- Banking
- Cross Selling
- Complaint management
- Branch Operation
- Cash handling and control
- Team player

LANGUAGES

English: C2

Proficient

Hindi: C2

Proficient

Malayalam: C2

Proficient

Detail-oriented professional with top skills in customer relations, problem-solving and recordkeeping. Talented in addressing different service and product problems with thorough and positive style. Ready to help with focus on finding creative solutions to conflicts and complaints.

EXPERIENCE

Aug 2021 to feb 2023

Teller or Banking Officer *ESAF BANK*

India Kerala

- Developing strong relationships with customers, understanding their travel money needs and suggesting required solutions.
- Handling worldwide money transactions through banks and also closely work with agencies like Western union, Ria Finance, Trans Fast, Etc.
- Help the international traveler and guide them with cash currency and travel card.
- Employed comprehensive benchmarks to establish and monitor customer service standards.
- Strengthened customer relationships and authored strategies to provide positive experience for customers.
- processed information with high level of accuracy to satisfy clients needs.
- Anticipated organizational, operational and process problems initiating improvements to address prevalent deficiencies.
- Ensuring profitability of foreign exchange bureau.
- Knowledge about the foreign exchange market.

Jan 2020 to July 2021

HDFC LIFE INSURANCE *Financial consultant*

India

- Assessment of client's current financial situation to determine their needs and goals for their retirement years
- Established and maintained a strong relationship with clients by them to stay for a financially stable retirement.
- Developed strategic seasonal and annual sales margin and turn plans in line with the company overall business strategy.

EDUCATION

2018

Bachelor of commerce

University of Calicut Kerala, India