



NIDHIN C SEBASTIAN

FOREX CASHIER WITH SENIOR TELLER, CSR 2014-2023

About Me

To process transactions as per customer request which includes Remittances, Cash, Cheques and other financial transactions in accordance with the guidelines provided by the Company with accuracy and efficiency. To ensure that the transactions and documentation process is in line with both the internal and regulatory compliance requirements. Enthusiastic cashier with 9 years' experience and a strong track record of accuracy and reliability seeking a responsible cashier position in a busy working environment. Proven communication skills and extensive product knowledge ensure each customer receives outstanding service delivered in a professional and friendly manner.

Contact no.
971525163309,971563285532

Email Address:
nidhinc.sebastian@gmail.com

Address:
Al Falah St., Abu Dhabi

Experience

DELMA EXCHANGE 2017-2023

SENIOR TELLER WITH CASHIER AND FOREX DEALER

- Meet and Greet customers at Counter / Lobby area, and thank them for their business
- Provide service to Retail and Commercial customers as per established ARIE standards • Communicate regulations and norms regarding transactions in a professional manner •
- Provide advice and guidance about ARIE Products & Services to customers as and when necessary
- Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such activities Financial / Sales •
- Ensure optimal profit margins are maintained for transactions • Solicit referrals and initiate cross-selling opportunities to existing customers •
- Actively convert walk-in customers to IntroCard holders. •
- Explore opportunities to increase customer base, transaction number, Revenue per transaction & customer and overall operational revenue performance to meet the overall objectives Operations / Controls
- Handle Foreign Currency, Remittances, and other customer transactions as required by the Corporate or WPS customer or the Retail customer and as assigned by the Branch Management / department manager, with zero defects
- Ensure assigned work activities are carried out as per Company policies and procedures
- Ensure Cash Handling is done as per Company policy, and Cash Balance at assigned 'Till' is accurately tailed and appropriately handled as instructed by the Branch Management
- Report any anomalies such as under/Overs to concerned superior immediately
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives
- Identify improvement areas & propose constructive changes to achieve operational excellence
- Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement

KNOWLEDGE & SKILLS

- Excellence in MS Office
- Good interpersonal skills
- Good communication skills
- Customer service oriented
- Good quantitative skills
- Self confidence and positive attitude
- Strong problem analyze and solving
- Strong relationship builder
- Management accounting
- Analytical with high attention to detail
- Interpersonal communication
- Team building and management
- Good leadership.
- Well knowledge in cashiering.
- Multitasking abilities.
- Highly self motivator.
- Interested in updating the knowledge regularly
- Ability to respond on a timely basis

LANGUAGE

English — — — — —

Hindi — — — — —

Malayalam — — — — —

Tamil — — — — —

UAE EXCHANGE AND FINANCIAL SERVICES LTD

20/05/2017

ASSISTANT MANAGER, CASHIER, CSR, FOREX DEALER

As a forex trader, you buy and sell currencies on a foreign exchange market. Your duties include performing research or analysis on a currency pair. Forex traders can either work for banks and hedge funds or trade independently. Some traders use charts and math for analysis, while others rely on news and economic data. information about financial markets to

- Offers assistance and educational support regarding the Company's products and services to clients-
- Contacts clients who registered through the marketing department
- Communicates marketing promotions to clients, mainly by telephone or email
- Actively following up on queries and providing feedback to customers in a timely manner
- Gives high-quality information about the Company's products-
- Presents the risks involved in trading to any potential client/existing client

Education

❖ **EAST POINT COLLEGE OF HIGHER 2011-2013**
MASTER BUSINESS ADMINISTRATION –

FINANCE & HR

❖ **MAR ELIAS COLLEGE/MG UNIVERSITY 2008-2011**
BACHELOR IN COMMERCE

(SPECIALISED IN TAXATION)

Achievement

- Promoted to assistant manager after only exceptional performance.
- Achieved 1700transaction by completing 1500 with accuracy and efficiency.
- Achieved 90% sales quoted.
- Trained and mentored 5 employees.

Certifications

2011-01	TAX ACCOUNTING CLERK TRAINING 3 MONTHS
2013-01	RISK PORTFOLIO MANAGEMENT PROJECT DONE BY COCHIN STOCK EXCHANGE 6 MONTHS
2017-10	FERG 2017 ANTI MONEY LAUNDERING
2018-01	FEG 2018 ANTI MONEY LAUNDERING
2019-06	FRAUD PREVENTION