

CURRICULUM VITAE

Shyam Prasad
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Objective:

A highly motivated individual with 10+ years of experience in financial institutions, who is punctual and honest, utilize exceptional customer service skills, retailing experience, and organization skills to achieve set targets. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

Organization: Al Dahab Exchange

Designation: Wholesale Fc Cashier, Jan 2022 to Feb 2023

Responsibilities:

- Purchasing/Selling currencies from different Exchange houses.
- Investigates currency notes to determine genuine from counterfeit.
- Before processing any transaction checking the customer limit exceed as per the CB UAE and verifying the required documents/information before the transaction.
- Purchasing/Selling large value FC dealing from customers by providing the best rate in the market and meantime verifying the KYC and Source of funds documents to process the transaction.
- Perform cash transactions with high level of speed and accuracy with avoidance of cash shortage or overages, double postings, and misclassifications
- Ensure the customer signature before they leave the counter.
- Buying FC currency from different exchange houses local and arranging the same FC for shipment to other countries as per the requirement.
- Receiving large value currency FC shipment from different countries and arranging to sell it to different exchange houses as per the requirement.
- Filing the shipment documents according to the date wise and reporting these details to head office.
- Marketing of the new services such as Al Dahab own products, attracting customer by good exchange rate, contact customer to inform the goods rates/other deals.
- Handling customer queries and emailing to head office regarding customer complaints.
- At the time of closing, checking the reports and tallying the cash and updating to chief cashier. Also collecting and checking FC from retail cashier.
- Practices the Know Your Customer (KYC) and customer Due Diligence (CDD), adheres to the AML policies, regulatory requirements of the company and compliance of the central bank.
- Contributes for achieving or exceeding allocated sales targets by offering excellent customer service and cross selling of different products and services offered.

Software Proficiency:

Symex & Casmex

Organization: Al Ghurair Exchange LLP

Designation: Cashier, JULY 2019 to Nov 2021

Responsibilities:

- Purchasing/Selling Currencies
- WPS (Wages Protection System) handling and processing Sif file and uploading in the system.
- Develop daily reports of Remittance Products like Western Union, Ez Remit, Ime, Hello paisa
- Balancing cash and currency notes at the end of day
- Payment receives through Cheque and online transfers from corporate and individual customers
- Marketing of the new services of Ria, IME, and Hello Paisa and other products

Organization: DUBAI EXPRESS EXCHANGE**Designation: Fx Dealer, CSR & Branch in charge from Sept 2011 To Mar 2019**

Responsibilities:

- Monitor the currency rates.
- Intimation of rate fluctuation to the FX manager accordingly.
- Attending to clients (individuals/ corporate) for currency requirements.
- Quoting competitive rates for customers to achieve the business target.
- Fc Dealing with different exchange houses.
- Verify customer's information through checking their identification and other required Documents.
- Preparing branch schedule and guiding counter staff to improve customer service and build strong customer relationship.
- Perform cash transactions with high level of speed and accuracy with avoidance of cash shortage or overages, double postings and misclassifications.
- Ensure the customer signature before they leave the counter.
- Providing Txn Reports at the end of the day to Head Office.
- Manage the day to day Back office operations.
- Strictly following the money laundering rules provided by Central Bank of UAE.

Customer Service Representative (CSR)**Responsibilities:**

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

Educational Qualification:

B.B.A Indian Institute of Business Management and Studies (IIBMS) Mumbai.

I.T.I Computer Hardware & Networking from ITI, Trinity Udyavara Karnataka.

Skills:

Cash Drawer balancing, Record keeping & Documentation, Exceptional customer service, Effective communicator, Multitasking Abilities.

Languages:

Kannada, English, Hindi, Telugu, Tamil & French

Reference:

Available on Request

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Shyam Prasad