

Sandeep Soman



Contact Information

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Profile

Banking professional –
Having **13** years of Practical
experience in the field of
Foreign Exchange, Banking
and Money Transfer in Forex
Service Industry. I also have
experience in
**Documentation and
Administration** in UAE.

I have 6Months Experience
in Flight Handling Unit
(Trivandrum Airport, Kerala)

Career Objective

To grow in challenging atmosphere where there is a scope for growth along with the company and a very strong faith that myself confidence and willingness to work in any atmosphere will add to my ability to meet any challenge.

Work Experience

Ticketing Officer **10/2021 – 04/2023**
Creatives Tours & Travels India Pvt Ltd.

Key Responsibilities

- Air Ticket Booking (Domestic & International) Abacus , Amadeus & Galileo
- Establishing and maintaining mutual understanding with the customer and sales of Air tickets.
- Taking customer request, ensuring that tickets are issued out promptly and correctly.
- Advise on reservation status on or before flight departure.
- Prepare ticket sales report/passenger manifest.
- Ensure that ticket holders are boarded on booked flight.
- Assisting with changes to travel arrangements and bookings where required.
- Ensure department Key Performance Indicators are met.
- Ensure that seats are not duplicated by coordinating all outlets.
- Visa Processing.
- Certificate Attestation.
- Conducting Tour Programming & Co-ordination.
- Air Ticket Reconfirmation.
- All Reconciliation work related to ticketing.
- Notifying clients of luggage limits, insurance, medical, passport, visa and currency requirements.
- Preparing Travel order and Travel Scheduling.
- Customer follow up.
- Online Passport Applications.
- Customer Care.

Core Competencies

- Cash handling
- Manage stressful situations
- Microsoft Excel – Advanced
- Good customer service skills
- Reasoning and problem solving
- Mathematical skills
- Decision making and problem solving
- Customer Relationship Management
- Good oral and written communication skills
- Ability to work in a fast paced environment

Personal Details

Gender : Male
Age : 36 Years
DOB : 30-05-1985
Marital Status : Married
Nationality : Indian
Languages : English, Hindi, Malayalam, Tamil

Computer Exposure

- Basic Internet
- MS Office

Passport Details

Passport Number : N0256478
Date of issue : 11-12-2015
Date of Expiry : 10-12-2025
Place Of issue : Abu Dhabi, UAE

Branch Supervisor

02/2012 – 08/2021

Lulu International Exchange LLC, United Arab Emirates.

Key Responsibilities

- Greet customers as they arrive in the branch and provide them with information about products and or services.
- Buying and selling off foreign currencies.
- Cash Management.
- Processing of remittance and money transfer transactions.
- Banking transfers to around the globe.
- Ensure genuineness of currency of currency notes being exchanged.
- Accept cash/Cheque for salary deposits by WPS customer and processing on time payments.
- Tallying of cash as per system and deposit with treasury before end of duty.
- Write report in Log book about tally, excess, short, and system problems, if any
- Maintenance of records and updating as per AML procedures.
- Preparation of daily and monthly reports for audit support.
- Adhoc duties assigned by the branch manager.
- Maintain Expenses / Petty Cash Expenses under Budget.
- Monitoring AML and KYC Transaction.
- Develop corporate business base.
- Effective Marketing.
- Promotion of company ethos and ensuring adherence to policies and procedures.
- Managing and achieving branch objectives and targets.

Officer

04/2008 – 01/2012

UAE Exchange or Unimoni, India, Kerala.

Key Responsibilities

- Proficient in Foreign exchange transaction such as SWIFT Transfer, Foreign Currency DD.
- Experience in Sale and Purchase of Foreign currency bank notes & travelers' cheque.
- Accounting the daily transactions in FE software and preparing day end reports.
- Issuance of Airline tickets both Domestic and International flights.
- Assisted customers as a customer-care executive.
- Held the post of marketing head for the branch and taken initiative for outdoor and indoor marketing.
- Tallying daily cash reports with physical cash balance

Awards

(10/2017)

Best performer of the month

Lulu International Exchange LLC, United Arab Emirates

(2017)

Best Happiness Guide

Lulu International Exchange LLC, United Arab Emirates.

Training and Experience

(05/2017)

- Completed AML CFT & Due Diligence Training – FERG

(03/2014)

- Completed Cash n Me Training –LuLu Exchange

(11/2013)

- Completed SOPs Training –LuLu Exchange

Casual Commercial Assistant (FHU) 09/2007 – 03/2008

Air India, Trivandrum International Airport, Kerala.

Key Responsibilities

- Passenger Handling.
- Baggage Service.
- Reconciliation.
- Makeup Area Supervision.
- Baggage Delivery Supervision.
- General Declaration Clearance.
- Departure Control Functions.
- Documentation.

Educational Qualification

- B.Sc Chemistry. (M G University of Kottayam) - **March2005**
- Plus Two (Board of HSE) - **March2002**
- S.S.L.C (Kerala Board of Examination) - **March 2000**

Professional Qualification

- Diploma in Travel & Tourism (IATA- IATS Adoor) - **2006-2007**
- Computer Hardware from SEPTI, Thiruvalla - **2005**

Declaration

I hereby declare that above furnished details are true and correct to the best of my knowledge and belief.

Sandeep Soman

Place: Aranmula (Kerala)

Date: