

# Marvin Crasta

## Customer Service Officer

Looking for the challenging and rewarding position of Services with a reputed service providing company & join an organization where I can utilize my skills for the profitability to the organization. A multi-tasking, analytical Business Professional with 5 years of professional hands on approach in Sales & Business Development with honed Business management, logical and problem-solving abilities



✉ crastamarvin@gmail.com

📞 971-566789776

📍 Ewan's Residence, Bldg #35 Dubai Investment Park, Dubai, United Arab Emirates

## WORK EXPERIENCE

### Customer Service Officer UAE Exchange Center LLC

08/2016 - Present Dubai

Remittances, Foreign Exchange, Allied products and Bill Payments

#### Achievements/Tasks

- Doing day to day remittances activities. (Telex transfer, Demand draft, Instant cash transfer).
- Perform accurate sales transaction according to the cash control policies.
- Knowledge of identifying the fake currencies while dealing the foreign currencies and execute the forex transactions as per CBUAE standards.
- Focus on KYC and due diligence in daily Remittances and forex transactions, KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions and activities.
- Excellent marketing abilities and expert in converting customers into allied products and cross selling in order to make maximum revenue for the Branch.

Contact: Surendra Shrestha, Branch Manager - Surendra.shrestha@ae.uaexcchange.com

### Business Development Executive Axis Bank

11/2013 - 08/2014 Mangalore, India

Banking And Financial Services

#### Achievements/Tasks

- Planning marketing and advertising strategies to attract new accounts
- Fetch revenue options base through a variety of effective sales techniques
- Trained juniors about various banking process
- planned and conducted client meetings to review existing account

## EDUCATION

### Bachelor of Business Management Mangalore University

06/2008 - 02/2012 Mangalore, India

## SKILLS

Remittances and foreign currency

Financial Management

Allied products and Cross Selling

KYC and AML

Customer Relationship Management

Market Research and analysis

Customer Service

## CERTIFICATES

AML-Anti Bribery & anti corruption global financial crime, Fraud Prevention global operation risk management essentials.

## HONOR AWARDS

Star Performer (02/2014 - 02/2014)

Axis Bank

Employee of the month (16 times)

Uae Exchange Centre Llc

Mission Accelerate Certificate, country topper 2018

Uae Exchange

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Konkani

Native or Bilingual Proficiency

Kannada

Native or Bilingual Proficiency

Tulu

Full Professional Proficiency

Basic Russian

Elementary Proficiency

## INTERESTS

Chess

Sports

Reading books

Travel