



AJIT ANANDA JIRGE
CASHIER
&FOREX OPERATIONS

PERSONAL DETAILS

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DOB: 04 December 1983

Address: Al Rajab Bldg,
Flat No.201,2nd Floor,
Meena Bazar Bur Dubai.
Dubai.UAE.

VISA STATUS & VALIDITY

- ◆ VISIT VISA
- ◆ VALID TILL 07 SEP 2023

EXPERTISE SKILLS

- ◆ Customer Service
- ◆ Complaint Resolution
- ◆ Customer Retention
- ◆ Product Knowledge
- ◆ Telephone Manner
- ◆ Administrative Duties
- ◆ Risk & Compliance Management

PERSONAL SKILLS

- ◆ Store Cashier
- ◆ Reliable and consistent
- ◆ Flexible attitude
- ◆ Communication skills
- ◆ Solution Focused
- ◆ Willing to Learn and Accept

COMPUTERSKILLS

- ◆ MS Office Word
- ◆ MS Excel

LANGUAGES

- ◆ English
- ◆ Hindi
- ◆ Marathi

REFERENCES

Available on request

SUMMARY

A well-mannered, articulate, and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and organization skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business. Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of an ambitious company.

WORK EXPERIENCE

Foreign Exchange Cashier/Exchanger with Redha Al Ansari Exchange LLC –Dubai Marina Mall Br., Dubai, UAE from November 2021 to March 2023

- ◆ Exchanging foreign currencies from individual and companies.
- ◆ Accepts cash, cheque and bank card for payments and record transactions promptly.
- ◆ Transferring and accepting cash from other tellers for daily business operation.
- ◆ Prepare cash including foreign currencies for deposit or shipment to head office.
- ◆ Responsible for the security of cash safe, drafts, cheque, and keys.
- ◆ Maintain appropriate cash limits and perform petty cash management.
- ◆ Coordinate and work closely with other tellers and supervise, motivate and monitor them.
- ◆ Prepare Counterfeit Currency Report, if any.
- ◆ Handling customer inquiries and follow up on all complaints and queries.
- ◆ Reporting various reconciliation, productivity and transaction statistics in the cash operations ambit.
- ◆ Promote and advise customers about company products and services.
- ◆ Responsible in achieving the transaction and sale target set by the management.
- ◆ Ensure compliance to the CBUAE and RAEAML/CFT policy by conducting regular compliance checks.

Worked as a Sr. Executive with D J Forex Pvt Ltd.(June 2019 to September 2021)

- ◆ Operating full-fledged Forex counter with Forex cash
- ◆ Bulk Sale & Purchase from Banks & other FFMC.
- ◆ Co-ordinate with the various walking passengers at counter for Forex issuance.
- ◆ Maintaining the daily stock report.

Worked as a Asst. Operation Manager with Weizmann Forex Ltd. (May2018 to March 2019)

- ◆ Handling cashiers team.
- ◆ Manage duty roster with team members.
- ◆ Operating full-fledged Forex counter with Forex cash.
- ◆ Co-ordinate with the various walking passengers at counter for Forex issuance.
- ◆ Maintaining the daily stock report.
- ◆ Coaching Fresher to do transactions as per RBI norms & guidelines.
- ◆ Day to Day Account related work.

Worked as a Forex Executive with Akbar Travels India Pvt Ltd. (Oct 2015 to May 2018)

- ◆ Operating full-fledged Forex counter with Forex cash/Cards.
- ◆ Bulk Sale & Purchase from Banks & other FFMC.
- ◆ New Corporate Client added.
- ◆ Ticketing Corporate Client added.
- ◆ Retail customer handled.
- ◆ Co-ordinate with the various walking passengers at counter for Forex issuance.
- ◆ Issue HDFC Forex cards and attend to the queries related the same.
- ◆ Bank Reco & Bank Account Maintain Day to Day
- ◆ Maintaining the daily stock report.
- ◆ Tallying monthly MIS report of Stock.
- ◆ Day to day account related work.

Worked as a Team Leader with Centrum Direct Ltd. (Dec 2011 to Oct 2015)

- ◆ Handling a 13 cashiers 'team.
- ◆ Manage duty roster with team members.
- ◆ Operating full-fledged Forex counter with Forex cash/TCs.
- ◆ Co-ordinate with the various walking passengers at counter for Forex issuance.
- ◆ Maintaining the daily stock report.
- ◆ Coaching Fresher to do transactions as per RBI norms & guidelines.

Worked as a Cashier with Pheroze Framroze. (June 2006 to Nov 2011)

- ◆ Operating full-fledged Forex counter with Forex cash/TCs.
- ◆ Issue HDFC Forex cards and attend to the queries related the same.
- ◆ Co-ordinate with the outstation branches for Forex issuance.
- ◆ Maintaining the daily stock repot.
- ◆ Tallying monthly MIS report of Stock.
- ◆ Day to day account related work.
- ◆ Administrative works

CORE STRENGTHS

- ◆ Knowledge about AML/CFT and KYC policies and regulations
- ◆ Excellent communication and typing skills.
- ◆ Ability to work under pressure.
- ◆ Exceptional customer service
- ◆ Knowledge about different foreign currencies
- ◆ Target driven, self-motivated and fast learner
- ◆ Ability to get well in a team and work in a dynamic environment.

TRAINING ATTENDED

- ◆ In-house training programs on Effective Customer Services and Anti Money Laundering with Redha Al Ansari Exchange LLC

EDUCATION

| YEAR | QUALIFICATION | UNIVERSITY | COLLEGE | GRADE |
|---------------|---------------|--|--|-------|
| SEPT 2020 | T Y B COM | NORTH EAST FRONTIER TECHNICALUNIVERSITY | NORTH EAST FRONTIER TECHNICALUNIVERSITY | PASS |
| FEB 2003 | H.S.C | MAHARASHTRA STATE BOARD | DR. BABASAHEB AMBEDKAR COLLEGE, MUMBAI | PASS |
| MARCH 1999 | S.S.C | MAHARASHTRA STATE BOARD | DADAR SECONDARY HIGH SCHOOL, MUMBAI | PASS |

DECLARATION

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

Ajit Ananda Jirge