



Satyam Pradhan

Senior Cashier & Customer Service

Personal Info

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-  0524520645
-  Apt 103 City tower Bld Al Rigga
43 34 B St - Deira , Dubai,
United Arab Emirates
-  Indian
-  04/12/1986

Education

- **Bachelor Degree (2nd)**
University of North Bengal
Jun 2005 - Jun 2009
Bachelor Degree in Science
- **Diploma in Computer (1st)**
Agni Info Computer Center
Oct 2003 - Sep 2004
Diploma in Excel, Words and
PowerPoint.

Skills

- Leadership - Expert
- Work ethic - Expert
- Communication - Expert
- Time management - Expert
- Problem-solving - Expert
- Cashiering - Expert
- Customer Service - Expert
- Sales - Expert
- Teamwork - Expert

Summary

Experienced in the financial sector, I have successfully handled a wide range of transactions while adhering to Central Bank guidelines. Through analyzing industry trends, implementing effective strategies, and cross-selling products, I achieved revenue growth. With a proven track record in driving sales, providing excellent customer service, and organizing promotional activities, I am skilled in ensuring customer satisfaction and operational efficiency.

Work Experience

Cashier , Al Rostamani International Exchange

October 2018 - Present

- Handled diverse local and international transactions, including cash, cheques, and online transfers, adhering to Central Bank guidelines.
- Analyzed industry and competitor trends to develop effective strategies, resulting in improved branch revenue and performance.
- Successfully cross-sold allied products and efficiently managed foreign currency transactions, maximizing revenue opportunities and enhancing customer satisfaction.
- Demonstrated a proven track record in driving WPS sales, targeting corporate customers, and fostering strong client relationships for substantial revenue growth.
- Maintained a reputation for delivering excellent customer satisfaction through consistent professional and courteous service.
- Ensured smooth transactions by verifying underlying transactions and promptly clearing the branch queue, minimizing customer delays and enhancing operational efficiency.

Cashier, Joyallukas Exchange, Dubai

January 2016 - September 2018

- Managing forex trade bookings and ensuring correct allocation of trades
- Preparing cash bundles for deployment to other branches, banks, and exchange companies
- Verifying STR (Suspicious Transaction Report) and releasing suspicious transactions after applying KYC rules
- Verifying and authorizing wire transfers through various remittance products

Languages

Nepali - Native Speaker

Hindi - Native Speaker

English - Fluent

Bengali - Very Good

Urdu - Very Good

- Opening NRI (Non-Resident Indian) accounts for Indian customers
- Supervising all WPS (Wage Protection System) transactions at the branch level

Quality Analyst for Retail Banking, Canadian Imperial Bank of Commerce in TCS and IBM, Indian

July 2012 - November 2015

- Verified mortgage application documents with accuracy and compliance.
- Expedited document delivery to solicitors for seamless processing.
- Maintained precise financial records by tallying pending credit and debit transactions.
- Cleared certified cheques securely, facilitating fund transfers to US or Canadian accounts.
- Monitored teller activities through a detailed cash difference tracker, promptly addressing shortages and overages.

Customer Service Agent, Xplore Tech, India

February 2011 - April 2012

- Conducted surveys to generate leads for leading UK companies, contributing to business development.
- Assisted customers in claiming mortgage payment protection insurance efficiently.
- Effectively managed high volumes of customer queries, showcasing strong multitasking skills.
- Aided in Yellow Pages advertising, enhancing visibility and customer outreach.

Sales Associate , Timex Watches , Indian Trail

September 2008 - September 2009

- Supervised daily sales operations and diligently maintained accurate stock reports at the end of each day, ensuring efficient inventory management.
- Conducted comprehensive internal and external product training sessions, equipping sales teams with in-depth knowledge and facilitating effective sales presentations tailored to specific customer needs.
- Analyzed industry and competitor trends, leveraging insights to refine sales strategies, identify opportunities, and stay ahead of market dynamics.
- Utilized strong qualification skills to assess prospects, determining their potential as future customers and optimizing conversion efforts for higher sales success rates.

Courses

Financial Crime In UAE, Thomson Reuters (1 st)

February 2020 - February 2020

Fraud Prevention , Thomson Reuters (1st)

September 2020 - September 2020