

GOLDY CHEMPODIL

CUSTOMER SERVICE OFFICER (Br. Supervisor)



To secure a challenging position where I can effectively contribute to the growth and success of the organization and simultaneously contribute to my skills and acquiring knowledge on the road to success.

CONTACT

- +971 566139128
- goldycp@gmail.com
- Ittihad Building
Sharaf Exchange Mazeira
br bldg, Ajman, UAE

KEY SKILLS

Team Work

Cash Management

Forex Management

Foreign Currency Exchange

Customer Service

Interpersonal Ability

Anti-Money laundering

Organizational Skills

Time Management

COMPUTER PROFICIENCY

MS Word/Excel	★ ★ ★ ★
Typing Speed	★ ★ ★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

TRAINING

- Customer Service training
- Foreign currency cash handing training
- Anti-Money Laundering training

PROFILE SUMMARY

Goal oriented professional, committed to pursuing a long term career. To be a part of the challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.

ACADEMIC CREDENTIALS

B-COM | 2006 – 2009

- (Mahatma Gandhi University, Kottayam) B K college, Kottayam, India

SENIOR SECONDARY

- (Board of Higher Secondary Examination Kerala) Govt.H.S.S, Karapuzha, Kottayam HSS, Kottayam. (2004 - 2006)

TECHNICAL QUALIFICATIONS

- Caffe Software – Working Experience
- Casmex Software – Working Experience
- MS Excel, MS Word with fast typing skill

EMPLOYMENT CHRONICLE

BRANCH SUPERVISOR | Nov 2017 – Nov 2022 SHARAF EXCHANGE LLC, UAE

- Manage daily closing and online posting of remittances.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all remittance products and their accounting procedures.
- Demonstrate a strong understanding of new technologies and their application in operational issues.
- Develop and maintain strategic relationships with clients.
- Control and merge branch and head office accounts.
- Ensure the team delivers the highest standard of customer service.
- Monitor currency rates and handle bulk purchase and sales.
- Manage branch operations and correspond with seniors regarding branch performance and transaction reports.
- Supervise staff by creating work schedules & assigning specific duties.

LANGUAGES

English		100%
Hindi		100%
Malayalam		100%
Nepali		100%

INTEREST

		
Music	Travelling	Reading

- Ensure business growth and branch profitability.
- Ensure compliance with directives of the Central Bank of UAE and other applicable rules and regulations.
- Meet deadlines set by the Head Office.
- Identify areas for cost reduction and program improvement.

CUSTOMER SERVICE EXECUTIVE | 2017 TO 2018

SHARAF EXCHANGE LLC, UAE

- Ensure the team delivers the highest standard of customer service.
- Control and oversee the functioning of the locker.
- Possess in-depth knowledge of all Remittance, Forex, Wps & other products of company.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 16-04-1987
Marital Status	: Married
Nationality	: Indian
Permanent Address	: Chempodil (H) Velloor P.O, Kottayam, Kerala, India

PASSPORT DETAILS

Passport No	: T3931844
Place of Issue	: Cochin

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars.

GOLDY CHEMPODIL

