

# Vikas Ottolilveetil

Customer Relations/Teller

Technologically savvy and goal oriented Customer relations Professional. Driven and motivated to help organizations thrive. Skilled in prioritizing and completing tasks independently. Extensive experience with Microsoft office .



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DUBAI, United Arab Emirates

linkedin.com/in/vikasottolilveetil

## WORK EXPERIENCE

### Customer Relations Executive Federal Exchange

03/2022 - Present

DUBAI, UAE

*Achievements/Tasks*

- Provides fast, excellent and error free services to customers on banking services like Remittance, Foreign currency exchange, WPS and daily cash transactions in a very professional way complying with SGOT rule (Smile – Great – Offer - Thank).
- Coordinating with the Corporate team and adapting the changes to be made for better customer services.
- Dealing with daily cash and account transactions.
- Handling Foreign currency exchanges both buying and selling on a regular basis.

Contact : Kapildas - +971 54 709 7464

### HR Executive Wipro Limited

08/2019 - 11/2021

India

*Achievements/Tasks*

- Working with a global team with the recruiting process, including full hiring process, offer letter creation and delivery, background checks, payroll and ensuring smooth on-boarding and off-boarding.
- Performing onsite and offshore recruitment's and on-boarding of employees.
- Conducting background checks of candidates as part of talent aquisition.
- Scheduling interviews and Conducting it on timely manner.
- Updating the team on the recent policy and law changes of different Geos.

Contact : Dhanya Shankar - Dhanya.sankar@wipro.com

## EDUCATION

### Master of Business Administration Pondicherry University

05/2015 - 12/2017

India

*Courses*

- Human Resource Management

### Professional Diploma in Computerized Financial Accounting Reutronix

01/2015 - 06/2015

India

*Courses*

- MS Office, Tally

## SKILLS

MS Office



Customer Service



Teamwork



Database Management



Casmex



Cash Handling



AML Policies



## LANGUAGES

English

*Native or Bilingual Proficiency*

Hindi

*Full Professional Proficiency*

Malayalam

*Native or Bilingual Proficiency*

Tamil

*Professional Working Proficiency*

## INTERESTS

Travelling

Photography

Sports

Listening to music

Cycling