



RUBEL SAHANSHA

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PERSONAL DETAILS

- DOB : 4th Aug 1990
- Marital Status : Married
- Nationality : Indian
- Visa Status : Visit Visa

EDUCATION

2012
Graduate
Calcutta University, WEST
BENGAL, India

CORE QUALIFICATIONS

- Microsoft Excel
- Microsoft Word
- Power Point
- Internet
- Windows
- Customer service skills
- Marketing Management
- Back end operations

LANGUAGES

- English
- Hindi
- Bengali

PASSPORT DETAILS

- Passport No : N3831569
- Place Of Issue : India
- Date Of Expiry : 13/10/2025

PROFESSIONAL SUMMARY

To contribute significantly to the organization for which I work and give my best of efforts for growth and respect with the blend of practical experience and academic qualification.

Highly ambitious, dedicated and hardworking Self-motivated and goal oriented, possessing a high level of commitment and a zeal to learn new technologies. Ability to adapt, respond and work in a rapidly changing and fast pace environment Proficient in grasping new technical concepts and utilizing them in an effective manner. Well versed in all Microsoft office software Work under pressure and complete high level workloads within strict deadline.

EXPERIENCE

September 2020 - September 2023

Account Manager (M/S POWER ENTERPRISE & CO)

- Generating monthly accounts closing, reporting, analysis
- Managing daily accounting and financial operation
- Preparation of full set of accounts
- Monitored and Recorded company expenses
- Assisting in payroll department & end-year audit.

June 2018 - March 2020

Service Officer (FC Cashier) (UAE EXCHANGE LLC)

- Responsible for Remittance service
- Promotes all the products to the Customer and Cross sell referrals like Western Union, Xpress Money , WPS, Sewa, Credit Card Payment , Go Cash (Travel Card), National Bond etc
- Handling the cash and Foreign currency for selling and buying purpose
- Follow the fraud prevention and security measures; strictly abide by the UAE central bank regulations against the Money laundering and financing terrorism.

September 2016 - May 2018

Operation Executive/worked as Transfer Clerk (Redha Al Ansari Exchange)

- Responsible for Fast money operations and Indian TT operation
- Taking care of transactions through Instant Cash and Transfast service
- Deal confirmation with banks
- Payment report check for all Indian banks
- Keep track of transaction's inquiry for non-credit/non-payment and follow up with the bank

- Handling amendment, fresh issue, stop payment, refund etc For require transaction
- Dealing with branches or directly to the customers for their complaint transactions.

June 2014 - November 2015

CSA (Wipro)

- Responsible for handling queries, incoming and outgoing calls, faxes and emails and prioritizing all incoming information
- Complete forms in accordance with company procedures
- Keep track of incoming correspondences requiring replies and follow up
- Schedule individual or group meetings and maintain appointment calendars
- Deal directly with customers either by telephone
- Handle and resolve customer complaints.

January 2013 - August 2013

CSA (IBM)

- Responsible for handling queries, incoming and outgoing calls, faxes and emails and prioritizing all incoming information
- Complete forms in accordance with company procedures
- Keep track of incoming correspondences requiring replies and follow up
- Schedule individual or group meetings and maintain appointment calendars
- Deal directly with customers either by telephone
- Handle and resolve customer complaints.