



DILIP SHANKAR

📍 Abu Dhabi, UAE

🌐 Nepali

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PROFESSIONAL SUMMARY

Ambitious Sales Associate at the Jewelry Shop and Teller, Cashier at the MoneyTransfer House with the experience of four years into the designated department. Independent employee with growing energy and good communication skills. Friendly, reliable, professional and able to work with little oversight & would collaborate in team environment.

WORK HISTORY

CUSTOMER SERVICE OFFICER (TELLER, HEAD CASHIER, 09/2022 - Current

***Emirates India International Exchange*, Abu Dhabi**

- Attend counter customers, remittances sending and receiving from any part of the world, issue demand draft, telex transfers, wire transfers and inter- UAE money transfer as per their request
- Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction
- Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team operations
- Communicated with clients regarding account services, statements, and balances
- Clarified customer issues and determined root cause of problems to resolve product or service complaints
- Handled customer inquiries and suggestions courteously and professionally
- Money and bank transfers to various countries, process and issue third party transaction
- WPS processing and disbursement at site/branch along with marketing staff
- Send and receive inward payment/outward payments and cheques
- Register customer's transaction complaints, status and general enquires
- Facilitate and promote 3rd party product sale
- Verification of documents in compliance with AML policy
- Ensure cash handling is done as per company policy

CUSTOMER SERVICE OFFICER (TELLER, 09/2020 - 05/2022

KUNWAR & SONS PVT. LTD

- Handling counter customer, remittances sending and receiving from different parts of the world
- Verification of documents as customer provides such as
- Verification of documentation as customer provides such as Citizenship, Passport and Driving License before processing transaction in compliance with AML policy
- Checking the photo identity, signature of customers to confirm that they are who they say they are

- Being alert while doing basic KYC process, and asking their basic details without hesitation
- Receiving/paying money to the customer which have come from different product (IME, Prabhu, Himal Remit, Western Union, Transfast, Instant cash etc.)
- Counting the large amount of coins and paper money and storing them into vault
- Getting currency rates from the market and evaluate the risk of currency stock
- Was aware about CDD and EDD if there is more money than a threshold
- Keep updating the currencies stock to branch in charge on daily basis
- Cash depositing at the bank if there is more fund stored in bank
- Issuing cheque to customer if there is more than fund coming from abroad or within country
- At the end of the day tallying the cash and submitting the final cash report in total.

SALES ASSOCIATE & CASHIER, 10/2019 - 07/2020

SEVEN CORNER PRINCE JEWELERS PVT. LTD

- Greeting customers with a smile and offering assistance according to their interest
- Was responsible & took care of jewelry while responding to the guests and did cross sell of other products to get more sales
- Organizing the store visual merchandise and promoting the specific merchandise
- Occasionally negotiating with customers on making price of the jewelry in front of counter and through the phone
- Obtaining the basic knowledge of Gems, Stone
- Gold karats & Silver quality in order to resolve the customer's queries and complaints
- Explaining the jewelry's cuts and polishing and loses to the customer during the process of complete jewelry making and was able to give some basic jewelry maintenance like cleaning, shining and fixing the some stones
- Taking order as per sessional, occasional and customer request
- Preparing guarantee/warranty invoices
- Accepting payment via credit card, debit card as well as cash.

SKILLS

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| • Documentation and reporting | • Excel & Internet |
| • Till counting | • Quick learner, eager to learn |
| • Complaint resolution | • And contribute to the growth Of |
| • Sales expertise | • The organization. |
| • Key holder experience | • Good ability to team up with |
| • Creative problem solving | • Co-worker. |
| • Money handling abilities | • Excellent customer care and |
| • Microsoft words, PowerPoint | • Communications skills. |

EDUCATION

Boudha English Higher Secondary School , Kathmandu, Ramhiti, 2021

S.L.C: Accounting And Management

Nava Arunima Secondary School, Kathmandu, 2019

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