



# ROBY VELIYATH

## SENIOR CASHIER

### CAREER OBJECTIVE

Self-driven, knowledgeable, and highly customer-oriented cashier professional with 9+ years of active experience. **Energetic, hardworking cashier** valued for fast, friendly service and accuracy in handling customer transactions. Address customers' needs while quickly moving them through the check-out process. Passionate about serving others and eager to take on new responsibilities and leadership roles. Great communication skills and a significant ability to work in team environments. Strong interpersonal and organizational skills with a keen ability to multi-task a variety of challenges and responsibilities. Looking for a challenging position with superior customer service and achieve goals.

### WORK EXPERIENCE

#### REDHA AL ANSARI EXCHANGE , AL AIN , UAE

SENIOR FOREX CASHIER | August 2019 – Aug 2023

#### ARAB LINK MONEY TRANSFER PSC

(Subsidiary of ADIB Bank)

SENIOR FOREX CASHIER & CUSTOMER SERVICE

EXECUTIVE | Nov 2015 – Jun 2018

#### ORIENT EXCHANGE, DUBAI

CASHIER & CUSTOMER SERVICE

EXECUTIVE | Dec 2012 – Nov 2015

#### UAE EXCHANGE, INDIA

JUNIOR OFFICER /OPERATIONS

| Jan 2010 – Dec 2012

### DUTIES & RESPONSIBILITIES

- Receive/ issue cash transaction instruments like remittance, foreign currency exchanges, W.P.S, Demand Draft TT and value added service transaction payments etc.
- Provide cash against transaction/voucher and collect each against receipt voucher.
- Purchase and sell of foreign currency and traveler's cheques.
- Pay cash against authorized cheques , credit cards per business policy.
- Complying AML Policy and Procedures

### CONTACT

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 AL AIN UAE

### KEY SKILLS

Excellent Communication Skills

Customer Service

Time Management

Organizational Skills

Money Handling

### COMPUTER PROFICIENCY

MS Office Tool

SMARTEX SYMEX

SMARTEX CASMEX

### ACHIEVEMENTS

- Two times top performer of the company in Arab link Money Transfer P.S.C -Subsidiary of Abu Dhabi Islamic Bank
- Four times top branch performer of the

## PERSONAL INFO

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Date of Birth : 22/02/1983  
Gender : Male  
Nationality : Indian  
Marital Status : Married  
Passport No : R 5549169  
Date of expiry : 15/01/2028

## LANGUAGES KNOWN

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English



Hindi



Malayalam



- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards.
- Provide support and information to customers, over the counter and by phone.
- Maintain a cash float and follows balancing and reconciling procedures.
- Prepare daily 'End of Day' sheet at the close of each business day.
- Maintain records of financial transactions collate all the financial transactions done in the daily operations of a business and record them in their respective accounts.
- Handle financial transactions: Administer currencies, financial exchange activities, deposits as well as company and voucher payments. Prepare and manage guest accounts and take payments by cash, credit card and debit card.
- Communicate effectively and professionally with customers by greeting people, answering questions, providing information, assisting in transactions, and resolving complaints according to standard policies.
- Conducting Monthly one-o-one with associates
- Semi Annual and Annual performance appraisal of associates.
- Ensure that the process transactions are processed as per procedures.
- Ensure that the quality of the transactions is in compliance with predefined parameters.
- Ensure adherence to established internal and external Risk procedures
- Provide process training to team members to improve their performance levels

## EDUCATION

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- **BA ENGLISH**  
APRIL 2004

### DECLARATION

I hereby declare that all the information given in this resume is true accurate and fair of my abilities.

Place : Al Ain UAE

**ROBY VELIYATH**