

# SACHIL VELLIYANCHERY

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UAE

## **career Objective:**

To seek a management track position in a progressive organization that would effectively utilize my previous experience and personal abilities in achieving Corporate and Personal goals.



## Work Experiences

### **Team leader and customer service at New Star Associates Calicut, India from May 2023 to Oct 2023**

#### **Core Duties and Responsibilities**

- ◆ Provide customer service to customers in a professional manner and ensure that they receive the best possible service
- ◆ Ensure that all calls are answered within an appropriate time frame and that any problems or issues with your account are resolved as quickly as possible
- ◆ Follow up on outstanding issues and resolve them promptly
- ◆ Maintain a high level of knowledge about company products and services
- ◆ Provide feedback and suggestions regarding improvements to company processes and systems
- ◆ Attend meetings and other events as required
- ◆ Resolve complaints from customers and provide solutions to their queries
- ◆ Adhere to company policies and procedures
- ◆ Hire, train and motivate staff appropriately
- ◆ Align self with the business strategy and objectives
- ◆ Manage performance effectively.

### **Foreign Exchange Senior Cashier/Exchanger and Customer Services with Redha Al Ansari Exchange LLC - Marina Mall Br., Dubai, UAE from March 2014 to March 2023**

#### **Core Duties and Responsibilities**

- ◆ Exchanging foreign currencies from individual and exchange companies.
- ◆ Dealing with DD, TT remittance, Western Union Money Transfer and Instant Cash.
- ◆ Accepts cash, cheque and bank card for payments and record transactions promptly.
- ◆ Transferring and accepting cash from other tellers for daily business operation.
- ◆ Prepare cash including foreign currencies for deposit or shipment to head office.
- ◆ Responsible for the security of cash safe, drafts, cheque and keys .
- ◆ Coordinate and work closely with other tellers and supervise, motivate and monitor them.
- ◆ Maintain appropriate cash limits and perform petty cash management
- ◆ Prepare Counterfeit Currency Report, if any.
- ◆ Handling customer inquiries and follow up on all complaints and queries.
- ◆ Reporting various reconciliation, productivity and transaction statistics in the cash operations ambit.
- ◆ Promote and advise customers about company products and services.
- ◆ Responsible in achieving the transaction and sale target set by the management.
- ◆ Ensure compliance to the CBUAE and RAE AML/CFT policy by conducting regular compliance checks.

### **Assistant Forex In Charge with UAE Exchange Ltd., Calicut Br., Kerala, India from March 2010 to February 2014.**

#### **Core Duties and Responsibilities**

- ◆ Handled selling/buying of all major Foreign Currencies, Hajj Drafts and Travel Money Card.
- ◆ Managed instant money transfers as a receiving agent (Xpress money, Money Gram and Instant Cash).
- ◆ Coordinate with Banks and franchisees for purchasing and selling currencies.
- ◆ Marketed company products in corporate sectors in and around the branch location.
- ◆ Assist branch operations and Conduct franchisee inspection.

- ◆ Liaison with other FFMC's and Banks.
- ◆ Preparation of monthly reports and reporting to Head office.
- ◆ Handled customer complaints.
- ◆ Follow fraud prevention and security procedures and strictly abide by the RBI regulations against Money Laundering and Terrorism Financing.

**Accounts Executive with Kalpaka Motors Ltd., Calicut Br, Kerala, India from October 2008 to February 2010.**

**Core Duties and Responsibilities**

- ◆ Prepared profit and loss accounts
- ◆ Petty cash management
- ◆ Prepared excess and shortage report
- ◆ Monitored day-to-day fund activities

**Core strengths**

- Knowledge about AML/CFT and KYC policies and regulations
- Excellent communication and typing skills
- Ability to work under pressure
- Exceptional customer service
- Knowledge about different foreign currencies
- Target-driven, self-motivated, and fast learner
- Ability to get well in a team and work in a dynamic environment

**Trainings Attended**

- ❖ In-house training programs on Effective Customer Services and Anti Money Laundering with Redha Al Ansari Exchange LLC.
- ❖ In-house workshop on Customer Behaviour and Product Selling with UAE Exchange.

**Educational Qualification**

Course	University	Year
Bachelor's Degree in Commerce(B.com)	University of Calicut, India	2005-2008

**Computer Awareness**

- \* Diploma in Computer Application
- \* Knowledge of Internet and Email Applications.

### Personal Details

Nationality	Indian
Date of Birth	29 <sup>th</sup> M a y 1988
Gender	Male
Marital Status	Married
Languages Known	English, Hindi, Malayalam, Tamil and Arabic(basic)
Visa Status	Visiting Visa

### References

Available upon request.

### Declaration

I hereby declare that the above stated details are true to the best of my knowledge and belief.

Sachil Velliyanchery