



Satyam Pradhan

Senior Cashier & Customer Service

Personal Info

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-  Apt 103 City tower Bld Al Rigga
43 34 B St - Deira , Dubai,
United Arab Emirates
-  Indian
-  04/12/1986

Education

- **Bachelor Degree (2nd)**
University of North Bengal
Jun 2005 - Jun 2009
Bachelor Degree in Science
- **Diploma in Computer (1st)**
Agni Info Computer Center
Oct 2003 - Sep 2004
Diploma in Excel, Words and
PowerPoint.

Skills

- Leadership - Expert
- Work ethic - Expert
- Communication - Expert
- Time management - Expert
- Problem-solving - Expert
- Cashiering - Expert
- Customer Service - Expert
- Sales - Expert
- Teamwork - Expert

Summary

With 7.9 years of distinguished nancial sector experience in the UAE, excelling in branch team management, customer inquiries, WPS, Forex, and local/international transactions within Central Bank guidelines. I've successfully devised strategies that led to substantial revenue growth, showcased by my track record in sales, customer service excellence, and impactful promotions. My expertise ensures optimal customer satisfaction and operational eciency.

Work Experience

Cashier, Al Rostamani International Exchange

October 2018 - August 2023

- Handled branch, Team and diverse local and international transactions, including cash, cheques, and online transfers, adhering to Central Bank guidelines.
- Analyzed industry and competitor trends to develop effective strategies, resulting in improved branch revenue and performance.
- Successfully cross-sold allied products and efficiently managed foreign currency transactions, maximizing revenue opportunities and enhancing customer satisfaction.
- Demonstrated a proven track record in driving WPS sales, targeting corporate customers, and fostering strong client relationships for substantial revenue growth.
- Maintained a reputation for delivering excellent customer satisfaction through consistent professional and courteous service.
- Ensured smooth transactions by verifying underlying transactions and promptly clearing the branch queue, minimizing customer delays and enhancing operational efficiency.

Cashier, Joyallukas Exchange, Dubai

January 2016 - September 2018

- Managing forex trade bookings and ensuring correct allocation of trades.
- Opening NRI (Non-Resident Indian) accounts for Indian customers.
- Supervising all WPS (Wage Protection System) transactions at the branch level.
- Verifying STR (Suspicious Transaction Report) and releasing suspicious transactions after applying KYC rules

Call Center - Expert

Due Diligence - Expert

Money Laundering - Expert

Microsoft Excel - Expert

Payroll - Expert

Marketing Strategy - Expert

Languages

Nepali - Native Speaker

Hindi - Native Speaker

English - Fluent

Bengali - Very Good

Urdu - Very Good

Quality Analyst for Retail Banking, Canadian Imperial Bank of Commerce in TCS and IBM, Indian Trail

July 2012 - November 2015

- Thoroughly verified mortgage application documents for accuracy and compliance during active employment.
- Expedited document delivery to solicitors for seamless processing.
- Maintained precise Financial records by tallying pending credit and debit transactions.
- Cleared Certified cheques securely, facilitating fund transfers to US or Canadian accounts.
- Monitored teller activities through a detailed cash difference tracker, promptly addressing shortages and overages.

Customer Service Associate, Xplore Tech, Indian Trail

February 2011 - April 2012

- Conducted surveys to generate leads for leading UK companies, contributing to business development.
- Assisted customers in claiming mortgage payment protection insurance efficiently.
- Effectively managed high volumes of customer queries, showcasing strong multitasking skills.
- Aided in Yellow Pages advertising, enhancing visibility and customer outreach.

Sales Associate, Timex Watches , Indian Trail

September 2008 - September 2009

- Supervised daily sales operations and diligently maintained accurate stock reports at the end of each day, ensuring efficient inventory management.
- Conducted comprehensive internal and external product training sessions, equipping sales teams with in-depth knowledge and facilitating effective sales presentations tailored to specific customer needs.
- Analyzed industry and competitor trends, leveraging insights to refine sales strategies, identify opportunities, and stay ahead of market dynamics.

Courses

Financial Crime In UAE, Thomson Reuters (1 st)

February 2020 - February 2020

Fraud Prevention , Thomson Reuters (1st)

September 2020 - September 2020