



# RAVEEN KATTIL

## CUSTOMER RELATION EXECUTIVE

### My Contact

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📍 RAS AL KHAIMAH, UAE

### HARD SKILLS

- MS Office
- MS Excel
- CASMAX
- Internet and email application

### SOFT SKILLS

- Observation
- Decision making
- Excellent Communication skill.
- Multi-tasking
- Good listener
- Team player

### ACADEMIC QUALIFICATION

- JDT ISLAMIC POLYTECHNIC  
DIPLOMA IN ELECTRONICS ENGG  
2010 - 2013
- THIIRUVANGOOR HSS  
PLUS TWO  
2008-2010
- THIIRUVANGOOR HSS  
SSLC  
2007-2008

### CAREER OBJECTIVE

Highly motivated professional seeking for a challenging position in a reputed organization, where I can expand my learning, education and skills. I have six years of experience in customer facing industry. Over the years I have gained strong organizational and Interpersonal skills with ability to multi task a variety of responsibilities and challenges.

### PROFESSIONAL EXPERIENCES

#### AL AHALIA MONEY EXCHANGE BUREAU

CUSTOMER RELATION EXECUTIVE FEB 2022 - PRESENT

Key responsibilities:

- Attending hundreds of customers daily making good relationship with them
- Attending different nationalities
- Convince the customers to make transaction
- Making transaction using CASMAX software
- Collecting cash from customer
- Exchange different foreign currency
- Attend the phone calls from customers and from management
- Solving customers problem and complaints
- Mailing important documents and data to higher management
- Transferring salaries of companies associated with Al Ahalia Exchange
- Processed customer cash deposits and withdrawals, cheque transfers, bills and credit card payments, money orders, certified cheques, and other related banking transactions.

#### BAJAJ FINSERV PVT LTD

SERVICE EXECUTIVE 2016- 2020

Key responsibilities:

- Sanctioning Life Style Finance Loan for products like Camera, furniture, Sports and Music instruments. Record the details of customer
- Collect the necessary documents from customer and give them detail about scheme and EMI
- Verify the documents and check eligibility. Record the details of customer and Submit documents in office
- Payment follow-up on daily basis. Coordinate with Customers, and Initiate Settlement Process
- Attending conference call and meetings monthly to review the monthly performance
- Provide outstanding customer service to improve customer satisfaction and relationship.