



Dilip.shankar9658@gmail.com



(971) 559-750816



Abu Dhabi, UAE



Nepali

PROFILE INFO

EDUCATION, January 2021
Nava Arunima Secondary School (S.E.E. Pass - 2019)

Boudha English Secondary School (+2 Pass - 2021 in Accounts & Management)

Following Bachelor's Degree (Omega collage Dharan, Nepal)

PASSPORT DETAILS

- **Passport No. 11392710**
- **Date of Issue: 09 Apr 2019**
- **Date of Expiry: 08 Apr 2029**
- **Place of Issue: Nepal**
- **Date of Birth: 22 May 2001**
- **Nationality: Nepalese**
- **Gender: Male**
- **Marital Status: Single**
- **Religion: Hindu**
- **Visa : On 13 days Notice period**

DILIP SHANKAR

PROFESSIONAL SUMMARY

Experienced professional with a strong background in money exchange and WPS. Skilled in providing excellent customer service, handling financial transactions, and ensuring compliance with regulations. Proven ability to work efficiently in fast-paced environments while maintaining accuracy and attention to detail.

WORK HISTORY

September 2022 - Current

EMIRATES INDIA INTERNATIONAL EXCHANGE (EIIE) - Teller(Customer Service executive), Abu Dhabi, UAE

1. Assisting customers with their remittance transactions, answering their queries, and providing information about exchange rates, fees, and available services.
2. Processing remittance transactions accurately and efficiently, ensuring compliance with regulatory requirements and company policies.
3. Verifying customer identification and conducting necessary due diligence measures to prevent fraud and money laundering.
4. Handling customer complaints or issues promptly and professionally, providing resolutions and ensuring customer satisfaction.
5. Promoting additional services and products to customers, such as currency exchange or value-added services, to enhance their overall experience.
6. Maintaining a clean and organized work area, including cash handling and reconciliation, to ensure accuracy and security.
7. Keeping up-to-date with industry trends, regulations, and changes in exchange rates to provide accurate and up-to-date information to customers.

9. Assisting employers and employees with any inquiries or issues related to the WPS, providing guidance on proper procedures and resolving any disputes that may arise.

10. Maintaining accurate records and documentation of WPS transactions, including wage payments and employee information.

September 2020 - May 2022

KUNWAR & SONS PVT LTD - Teller, Head cashier

1. Handling counter customer, remittances sending and receiving from different parts of the world
2. Verification of documents as customer provides such as **Citizenship, Passport and Driving License** before processing transaction in compliance with AML policy.

SKILLS

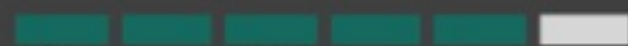
- MS Office
- Operative System
- Customer Service
- Administrative Skill
- Opening and closing cash desk procedures
- High volume transactions
- Accurate cash handling
- Strong Numerical skills
- Multitasking
- Trustworthiness
- Product knowledge
- Problem sloving
- Time management
- Adaptability

LANGUAGES

Nepali:

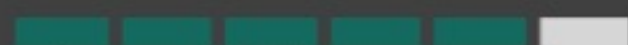
Native Language

English:



Advanced (C1)

Hindi:



Advanced (C1)

3. Checking the photo Identity, signature of customers to confirm that they are who they say they are.

4. Being alert while doing basic **KYC** process, and asking their basic details without hesitation.

5. Receiving/paying money to the customer which have come from different product (**IME, Prabhu, Himal Remit, Western Union, Transfast, Instant cash etc.**)

6. Getting currency rates from the market and evaluate the risk of currency stock.

7. Was aware about **CDD** and **EDD** if there is more money than a threshold.

8. Keep updating the currencies stock to branch in charge on daily basis.

9. Issuing cheque to customer if there is more than 100k fund coming from abroad or within country.

10. At the end of the day tallying the cash and submitting the final cash report in total.

October 2019 - July 2020

SEVEN CORNER PRINCE JEWELERS PVT LTD - Store Keeper & Cashier

1. Managing inventory and stock levels, ensuring accurate record-keeping.

2. Receiving and inspecting incoming shipments of jewelry, verifying quality and quantity.

3. Organizing and maintaining the storage area, ensuring proper placement and security of jewelry items.

4. Conducting regular stock checks and reconciling inventory discrepancies.

5. Assisting in the preparation of displays and showcasing jewelry items.

6. Handling cash transactions accurately and efficiently, including sales, refunds, and exchanges.

7. Operating the cash register and processing payments through various methods.

8. Providing exceptional customer service, addressing inquiries, and resolving issues

9. Maintaining accurate records of sales transactions and reconciling cash at the end of each shift.

10. Assisting customers in selecting and purchasing jewelry items, offering product knowledge and recommendations.

DECLARATION

The information's provided above are all true, correct , and an authentic to the best my knowledge & belief and this is for your kind perusal. Since , please give me an opportunity to serve in your organization. So i can put sincere effort for the development for the company. I hope that I will do my work as sincerely & hardly and I will win your faith.