



# AJEESH KODUNGAYIL

## Teller/cashier & Assistant supervisor

### CAREER OBJECTIVE

To evolve into a skilled and energetic professional within an organization that prioritizes the professional development of self-driven individuals, offering challenging roles for positions of responsibility.

### PROFESSIONAL EXPERIENCES:

#### Teller / Cashier

#### Assistant Supervisor

**Delma Exchange, Dubai, UAE**

**2017 to 2023**

- Prepare all types of remittance application including WU, IME, RIA, Trans Fast etc. Raise STR reports for suspicious transactions.
- Monitoring all transactions within AML rules and verifying CDD & EDD, replying all enquiries on time from bank side as well as AML back office team
- Assume the responsibility of all operational aspects at the branch.
- Provide a high level of customer service, offering answers and assistance with a smile
- Handling all types of customer complaints and find suitable solutions.
- Taking care of margin and achieving the targets.
- Adhering to all aspects of security, audit and compliance requirements.
- Handling and processing WPS system.
- Track, record, report, and store transactional information and special Requests.
- Regularly check and revert the emails.
- Monitor and analyze market trends, changing global currency rates , and to provide clients with accurate and up-to-date information for informed trading decisions.

#### Customer Care Representative

**BRD Finance LTD, India**

**2016 to 2017**

- Promoted loan and banking products and services to customers and community.
- Manage sensitive matters and maintain confidentiality in all interactions
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Follow communication procedures, guidelines and policies
- Ability to multi-task, prioritize, and manage time effectively
- Keep records of customer interactions, process customer accounts and file documents

#### Collection Executive

**Muthoot Capital Services LTD, India**

**2013 to 2016**

- Update account status records and collection efforts
- Ensured that bank records and statements are securely handled and maintained.
- Find and contact clients to ask about their overdue payments
- Build good relationship with customers and other financial institutions
- Collect and count the cash in the property to prepare foreign currency
- Resolve billing and customer credit issues

### CONTACT

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✉ ajeeshajooz431@gmail.com

### ADDRESS

Dubai – UAE

### PERSONAL DETAILS

Date of Birth : 25/03/1992

Nationality : India

Marital Status : Married

Religion : Hindu

Gender : Male

Passport No : X8429372

Issue Date : 08/05/2023

Expiry Date : 07/05/2033

Visa Status : Visit Visa

### LANGUAGES

English, Hindi, Malayalam

### ACHIEVEMENTS

Best Performer the of month

Promoted to Assistant Supervisor

### INTEREST

Travelling, Cricket, Football

### REFERENCE

Available upon request.

## COMPUTER PROFICIENCY:

- Advance Knowledge of Accounting of package Tally 7.2, 9 & ERP, Peach Tree, Dac Easy, Tata EX, Wings
- Proficient Knowledge in MS Office – Word, Excel & PowerPoint

## EDUCATION DETAILS:

- Bachelor in Commerce (University of Calicut)
- HSC (Board of Kerala)
- SSLC (Board of Kerala)

## KNOWLEDGE & SKILLS:

- Customer service Excellence
- Ability to work under pressure
- Expert in Cash handling
- Excellence in MS Office
- Currency knowledge
- Ability to identify forfeited notes
- Good Leadership
- Interpersonal Communication
- Transaction Accuracy
- Multitasking ability
- Highly self-motivator
- Ability to respond on a timely basis

## PROFESSIONAL TRAINING:

- AML CFT & due Diligence ( FERG)
- Financial Crime Prevention Policy
- Policy Enforcement and Data Accuracy
- Targeted Financial Sanctions.
- Consumer Protection

## DECLARATION:

I hereby declare that the facts given in resume are correct to best of my knowledge and belief.