ANANTHU THANKACHAN

CUSTOMER SERVICE/
TELLER

D.O.B: 11.11.1991

CONTACT

- +971 569283643
- ananthu.nellakunnel@gmail.com
- SHARJAH MUWALLIAH, UAE

EDUCATION

Bachelor of Engineering.

KARPAGAM UNIVERSITY

2009-2013

Completed BE in Civil Engineering

LANGUAGES

ENGLISH | HINDI

MALAYALAM | TAMIL

PROFILE

Dedicated worker with excellent communication, time management and computer skills. Aiming to leverage my abilities to successfully fill the vacancy at your company. Frequently praised as hardworking by my peers, I can relied upon to help your company achieve its goals.

WORK EXPERIENCE

SERVICE OFFICER - 2021-2022
AL FARDAN EXCHANGE LLC

- Supported exceptional customer service with prompt acknowledge and accurate account service.
- Contributed to fraud detection support, documenting suspicious activity and reporting flagged transactions.
- Assisted management in bank opening and closing procedures.
- Dealing with all foreign currency exchanges.
- Handling the documents for transactions and reporting to the management as per the need.
- Responded to banking inquiries and requests from customers.
- Supported exceptional customer service with prompt acknowledgment and accurate account services.
- Drafted currency and transaction reports at close of each business day.
- Balanced cash drawer and maintained full accountability for assigned cash on hand.
- Monitored data and security systems to reduce risk and report irregularities.
- Examined checks for endorsements and to verify other information, such as dates, bank names, identification of persons receiving payments and legality of documents.
- Counted currency, coins and checks received, by hand and using currency counting machine, to prepare them for deposit and shipment to branch banks and Federal Reserve Bank.
- Resolved problems and discrepancies concerning customers' accounts.
- Received checks and cash for deposit, verified amounts and checked accuracy of deposit slips.
- Answered telephones to assist customers with questions and inquiries.

References available on request.