



SOUMYA SHABU

CITY MART BLD, B BLOCK
ROOM 401, ROLLAR STREET,
DUBAI

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SKILLS

- ❖ Proactive and service oriented.
- ❖ Friendly and helpful customer service skill
- ❖ Interactive personality with relationship building ability.
- ❖ Ability to work in challenging environment.
- ❖ Excellent communication skills
- ❖ Good telephone manner
- ❖ Ability to work under stress.

Languages

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Tamil

OBJECTIVE:

To pursue a challenging career where my academic excellence can be put into best use serving in growth of the organization and turn getting benefited in my successful career. Also aim to associate with a progressive organization that gives scope to update my knowledge and skill in accordance with latest trends and be part of a team that dynamically works towards the growth of the organization.

PROFESSIONAL EXPERIENCE

WALL STREET EXCHANGE
18-02-2022 -



Work History

- Executed customer transactions regarding cash and money exchange.
- Proficient in exchanging 25 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceeded monthly sales goal.
- Maintained friendly and professional customer interaction.
- Performed all duties as assigned by supervisor.
- Basic knowledge of Anti-Money Laundering
- Responsible for handling customer transactions and bank deposits.
- Handles Telex Transfer, Western Union and Easy Top.
- Handling branch cash, distribute cash to staff and monitoring cash operations.
- Day to day monitoring Forex rates and giving attractive rates to the customers.
- Cross - cells various allied products and services that are introduced from time to time.
- Collecting and verification of KYC Documents.
- Verification of customer IDs and transaction details as per the AML policy.

PERSONAL INFORMATION:

Date of Birth : 18/11/1997
Place of Birth : India
Civil Status : Married
Visa Status : Employment

EMIRATES GENERAL PETROLEUM (Emarat)

Al Sajaa, Sharjah - UAE
Customer Service Executive
Nov 2020 to June 2021



Duties and Responsibilities

- Delivering good customer service.
- Keep friendly atmosphere with customer
- Managing daily company operations to ensure positive, safe and profitable working environment.
- Implement quality and productivity objectives to achieve company goals.
- Ensure that employees follow the company standards, policies and strategies.
- Maintain a clean and neat front desk area
- Identify and report equipment repair and maintenance work promptly.
- Assisting inventories on weekly basis.
- Develop positive working relationship with the support divisions and operations team to ensure proper operational support.

BAJAJ FINANCE

Trivandrum - Kerala
Cashier cum Tele Caller
Nov 2017 to Jan 2020



Responsibilities:

- Screening phone calls, enquiries and requests, and handling them when appropriate.
- Delivering good customer service.
- To perform effectively and in timely manner works assigned and undertake any other support duties as may be required from time to time.
- Payment management
- Maintaining records, filing systems and computer files.
- Issue escalation
- Documentation and notes
- Relationship building
- Online chat and Email
- Handling cash payments

G-TECH

**Customer care executive
Oct 2016 to Oct 2017**



Duties and Responsibilities

- Devising maintaining office systems, including data management and filing .
- Screening phone calls, enquiries and requests, and handling them, when appropriate.
- To perform effectively and in timely manner works assigned and undertake any other support
- duties as may be required from time to time.
- Maintaining records, filing systems and computer files.
- Communicate with the customer who has escalated issues to determine beneficial resolution and ensure timely follow-up to verify that complaints have been addressed and satisfied.
- Collaborate with colleagues to determine areas for improvement, review departmental performance, and develop ideas for better service to customers.
- Keep friendly atmosphere with customer

EDUCATION ATTAINMENT :

Highest Education

Education Level : College Level (Not Completed the Course)

Course : B A (Communicative English Literature)

ASAP (Customer Care Executive)

REFERENCE

Will provided on requested