



# RISHAP TAMANG

## PROFESSIONAL SUMMARY

A dedicated and results-driven professional with four years of experience in customer service, I am eager to pursue a rewarding position as a Teller where I can seamlessly blend my extensive customer service background with my passion for finance. Known for my strong interpersonal skills and the ability to handle diverse customer needs with tact and efficiency, I am committed to delivering outstanding service while ensuring the accuracy of financial transactions. With a keen eye for detail and a proven track record of building rapport with clients, I am enthusiastic about contributing to a dynamic banking team and furthering my career in the financial services industry.

## WORK HISTORY

### Teller

#### Emirates India International Money Exchange

##### 10/2023-Current

- Attend counter customers, remittances sending and receiving from any part of the world issue demand draft, telex transfers, wire transfers and inter- UAE money transfer as per their request.
- . Money & bank transfers to various countries, process and issue third party transactions.
- WPS processing and disbursements at site/branch along with marketing staff. send and receive inward payment/outward payments and cheques.
- Register customer's transactions complaints, status and general enquiries.
- Facilitate and promote 3rd party products sale.
- Verification of documents in compliance with AML policy.
- Timely and effectively handle queries/concerns of the customers over the phone/counter.
- Ensure cash handling is done as per Company policy, and cash balance is accurately tallied and appropriately handled as instructed by the Branch In-Charge.
- Assist the Branch InCharge/Assistant Branch InCharge in ensuring effective product knowledge sharing.
- Prepare/Maintain basic branch reports as applicable.
- Assist Marketing team with pick up of site transactions.
- Business development as instructed by the Branch InCharge from time to time.
- Ensure effective resolution, documentation and follow-up of customer concerns/complaints.

### Pinnacle Brands PVT LTD. Accountant

#### Sundhara-11, Kathmandu Nepal

##### 2019-2023

- Analyzed monthly reporting to reconcile production operations and general ledger.
- Accurately documented all cash, credit, fixed assets, accrued expenses and line of credit transactions.
- Reconciled accounts from income and expense data to net worth and assets.
- Updated journal entries and accounts on accrual basis with Tally ERP Software.

### Surya Remittances and Exchange 2018

- Assisted customers with setting up or closing accounts, completing loan applications and signing up for new services.
- Counted and packaged currency and coins.
- Completed accurate, high-volume money counts via both manual and machine-driven approaches.
- Upheld strict financial controls by keeping funds secure and accurately transferring monies.
- Promoted new products and services to increase branch loyalty.
- Exchange Foreign Currency.
- Handling High Volume Cash

## PERSONAL DETAILS

Date of birth/Age: 20th May, 1997  
Marital Status: Single  
Gender: Male  
Nationality: Nepali  
Visa Status: Employment  
Passport: 10117705

## CONTACT

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## SKILLS

- Customer Relationship skills
- Excellent Communication
- Fast Learner
- Leadership skills
- Technical Skills
- Microsoft Word
- Microsoft Excel
- Ims Software

## EDUCATION

-High School 2014 Diploma: Business  
. High School 2016 : Morgan International College

## LANGUAGE

English, Hindi, Nepali