

Kamarudheen

Palappurakottoth



Assistant Branch in Charge

CONTACT



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PERSONAL DATA

Nationality Indian

Date of Birth 28-June-1992

Marital Status Married

Languages English, Hindi, Malayalam, Tamil

EDUCATION

Bachelor of Arts (BA)

Mahatma Gandhi University

March 2015

Diploma in Aviation Hospitality Travel and Management

Frankfinn Institute of Air Hostess Training, Cochin, Kerala.

May 2012

OBJECTIVE

A career opportunity with a reputed firm where I can utilize my knowledge and soft skills to learn, grow and value the organization.

CORE COMPETENCIES

- 3+ Year of Progressive Experience in Customer Service in Dubai.
- In-depth computer knowledge and competency in a wide range of CRM software.
- Able to swiftly and accurately collect relevant data to determine solutions to customer issues
- Exceptional communication skills with the ability to remain calm and convincing in negative situations.
- Good working relationships with customer/client.
- Management with excellent computer skills.
- Can handle multiple tasks effectively & very flexible with time.
- leadership qualities and effective teamworking skills.
- Excellent telephone manner and high standard communication skills.
- Confident and capable of working on own initiative under strict deadlines.
- Able to deal with highly confidential matters, documents professionally & discreetly.

EXPERIENCE

EMIRATES INDIA INTERNATIONAL EXCHANGE LPC

Assistant Branch in Charge

MAY 2022 - NOW

(Emirates India International Exchange was established in 1980, one among the first exchange houses in the UAE. With branches spanned across the UAE we have evolved with time to offer a wide range of money transfer services on technologically advanced platforms.)

RESPONSIBILITIES

- To assist Manager to handle the branch
- Manage the branch and staff on behalf of Manager
- Prepare and report to the Area Manager on all performance & Achievements of staff
- To ensure all cheques and bank transfers clear on time
- To ensure all transactions are going on time
- To verify the cash at the end of the day
- Report on attendance to Area Manager
- Take the rates from treasury for special customers & branch
- Send mail to Compliance for approval of corporate & WPS customer
- Send mail to operations if there is any query or compliance about transactions
- Send mail to Accounts for clearance of cheque & bank transfer and Cash excess & Shot

- Approve daily payment & receipt voucher at the end of the day
 - Approve all CDD & EDD of the relevant transactions
 - Prepare the report on monthly transactions & profit
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EMIRATES INDIA INTERNATIONAL EXCHANGE LPC

Customer Service Officer/Teller cum Cashier

JAN 2019

(Emirates India International Exchange was established in 1980, one among the first exchange houses in the UAE. With branches spanned across the UAE we have evolved with time to offer a wide range of money transfer services on technologically advanced platforms.)

RESPONSIBILITIES

- Do the local & international transactions with individual & corporate
 - Do the FC transactions by individual & corporate
 - Do WPS & Non-WPS transactions
 - Do the registration of Individual, Corporate, WPS customer.
 - Verify FC & AED currency at the end of day
 - Apply for the salary card & verify the cards count at the end of day
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AEGIS LIMITED, TECHNO PARK, TRIVANDRUM, KERALA

Customer Service Assistant

NOV 2016 - JULY 2018

(Aegis is a leading ITES company in the world, we are a multinational, operating in 9 countries. Now we are hiring customer care executives for Trivandrum Location.)

RESPONSIBILITIES

- Ensured accuracy of inbound freight by assisting with various aspects of logistics, including data entry and billing.
- Verified all outbound dates daily and promptly reported discrepancies.
- Answered phones and provided customer service with the highest level of professionalism.
- Exhibited a sense of urgency as well as exceptional problem solving and active listening skills to meet the needs of customers and achieve customer satisfaction.
- Demonstrated a commitment to providing exceptional internal customer service and trusted support

SKILLS

- Advanced in Excel, Word, Power point and outlook.
- Strong IT skills
- A methodical approach and problem-solving skills
- Business Development.
- Self-motivation, determination, and confidence
- Experience of Adobe Photoshop cc
- High level of numeracy
- Strong analytical and problem-solving skills.
- Analytical ability.
- Business acumen and interest.