

SAJITH RAJAN

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Dubai, United Arab Emirates

SUMMARY

Dedicated and friendly Customer Service Cashier with 7+ years of experience in cash handling, customer service, teller, sales and exchange house environment. Possesses exceptional communication skills and is highly motivated to provide outstanding service to customers.

SKILLS

- Customer Service
- Product Knowledge
- Cash Handling
- Currency Exchange
- Problem Solving
- Communication
- Record Keeping
- Team Collaboration
- Time Management
- Sales

PASSPORT DETAILS

- Number : P5857561
- Date Of Issue :
11/01/2017
- Date Of Expiry :
10/01/2027
- Nationality : Indian
- Visa Status : Visit Visa

EXPERIENCE

SREE AKSHAYA FINANCIERS (REGD.)

Customer Service Executive / Cashier

12/2022 - 01/2024 | Kerala, India

- Transfer and process payments from customers, clients, or employees, assuring reliability and efficiency.
- Maintain an organized and secure cash drawer, ensuring proper cash handling and storage.
- Conduct accurate tallying, verification, and recording of cash, checks, and other forms of payment.
- Process electronic payments, such as credit card transactions and Electronic Fund Transfers (EFTs).
- Preserve accurate and current financial records of all money movements.
- Perform daily, weekly, and monthly cash reconciliation to maintain accuracy.
- Prepare and submit required financial reports to management.

EMIRATES INDIA INTERNATIONAL EXCHANGE

Customer Service Officer – Cashier / Remittance

07/2018 - 09/2022 | Abu Dhabi, United Arab Emirates

- Performance remittance transactions, foreign currency exchange, collection of payments and inward remittance payments.
- Practice compliance guidelines like KYC and CDD for the transactions.
- Follow the proper AML Policies as per instructions time to time.
- Report to BM/Br. Supervisor about any discrepancy in cash (Excess, short, fake notes, etc.,) Compliance, Customer Complaints, Etc.,
- Adherence to a complaint free and fast, but error free delivery of services.
- Explain every customer about the products and service that are offered by the organization.

TRAINING

- **AMLCFT & Due Diligence**, Issued by **FERG**, November 2018
- **AML & Counter Terrorism Financing**, Issued by **EIIE**, April 2020

AWARD

- **Employee of the Month**

STRENGTH

- Hard Working
- Self Motivated
- Adaptation
- Decision Making
- Flexibility
- Honest
- Optimistic

- Achieving the monthly targets (Remittance, foreign currency buying and selling, WPS, Corporate payments and others)
- Handle various kinds of foreign currencies.
- Generate daily, weekly and monthly reports to the line manager.
- Handle complaints with ease with customers of different nationalities.
- Ensure to comply with the DSES criteria and perform in a way to get 'Excellent' rating to the deputed branch.

IMARQUE SOLUTIONS PVT LTD

Customer Support Executive @ Air India Express

12/2015 - 09/2017 | Chennai, India

- Handling large amounts of inbound and outbound calls in a timely manner from local/international customers.
- Identify customers needs, clarify information, research every issue and provide solutions and/or alternatives.
- Keep records of all conversations in the database in a comprehensible way.
- Accepting fresh booking and providing value added services Airfare tariff, date modification, cancellation, flight delays, PNR status, visa on arrival, excess baggage tariff etc.
- Processed payments and refunds for tickets using a variety of payment methods.
- Performed ticketing operations including booking, cancelling and rebooking.

MUTHOOT FINCORP LTD

Customer Service Executive / Cashier

11/2013 - 10/2015 | Chennai, India

- Handling & settling of (Cash/ Cheque) to the Account department on day to day basis.
- Build and maintain strong relationships with customers by understanding their financial needs and goals.
- Prepared detailed loan applications and documents to ensure compliance with all regulations.
- Preparing daily/monthly report for the outstanding due amount along with the detailed information to Finance manager.
- Inform clients of overdue accounts and forward the same to the field executive for follow up and payment collection before due date.

HDB FINANCIAL SERVICES LTD

Senior Telecalling Officer

07/2012 - 08/2013 | Chennai, India

- Locate customers using credit bureau information, background checks, loan documents (Vehicle) and other related documents.
- Inform clients of overdue accounts and forward the

