

Marvin Crasta

Customer Service Officer



Looking for the challenging and rewarding position of Services with a reputed service providing company & join an organization where I can utilize my skills for the profitability to the organization. A multi-tasking, analytical Business Professional with 7 years of professional hands on approach in Sales & Business Development with honed Business management, logical and problem-solving abilities

Employment History

Customer Service Officer at Emirates India International Exchange LPC, Dubai

DECEMBER 2023 — APRIL 2024

- Successfully registered and managed company WPS accounts, ensuring compliance with all relevant regulations and guidelines.
- Registered employee details accurately in the WPS system, including personal information, bank account details, and salary information.
- Issued C3 debit cards to employees, ensuring secure and timely delivery
- Created and uploaded accurate and timely SIF files for company employees, ensuring proper salary disbursement and adherence to WPS requirements.
- Perform accurate sales transaction according to the cash control policies.
- Knowledge of identifying the fake currencies while dealing the foreign currencies and execute the forex transactions as per CBUAE standards.
- Attending the front line customers fulfilling their needs and offering them the right solutions.
- Focus on KYC and due diligence in daily Remittances and forex transactions, KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions activities.

Customer Service Officer at UAE Exchange Centre LLC, Dubai

AUGUST 2016 — AUGUST 2023

- Mastered in cash dealing activities as foreign currency and Remittance.
- Handling wholesale Foreign Currency buying and selling.
- Cross checking the online rates and coordinate with Trade and Corporate team to quote the marginable rate.

Details

Dubai, United Arab Emirates
971566789776

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- Accountable for counting, verifying and documenting all currencies both in and out of cash vault.
- Competency to accept remittance to all countries like Telex transfer, Swift Transactions, Expresses cheque, Xpress money, Western Union, Ticket & Utility payments.
- Attending the front line customers fulfilling their needs and offering them the right solution
- Focus on KYC and due diligence in daily Remittances and forex transactions,
- KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions and activities.

Business Development Executive at Axis Bank, Mangalore

NOVEMBER 2013 — AUGUST 2014

- Successfully opened and managed a portfolio of accounts, including current, savings, and NRE accounts.
- Achieved and exceeded sales targets by cross-selling insurance products to customers.
- Conducted thorough needs analysis to understand customer requirements and recommend suitable banking and insurance products.
- Built and maintained strong relationships with customers, providing personalized service and addressing inquiries and concerns.
- Collaborated with internal teams to ensure smooth account opening and product activation processes.
- Actively participated in sales campaigns and promotional activities to generate leads and increase customer base.
- Utilized CRM software to track sales activities, manage customer data, and generate reports.
- Stayed updated on banking industry trends, products, and regulations to provide accurate and up-to-date information to customers.

Education

Bachelor of Business Management at Pompe College, Mangalore

JUNE 2008 — FEBRUARY 2012

Skills

Computer Skills

Ability to Work in a Team

Communication Skills

Customer Service

Communication

KYC and AML

WPS

Problem Solving

Document Creation and Formating

Allied products and Cross Selling

Customer Relationship Management

Remittance and Foreign Currency

Languages

English

Hindi

Konkani

Tulu

Kannada

Hobbies

Chess Travel Sports