



SAJITH RAJAN

**CUSTOMER SERVICE
TELLER | CASHIER
REMITTANCE STAFF**

+971-523712035
sajith.rajandr@gmail.com
Dubai, United Arab Emirates

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

PROFESSIONAL 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.

EXPERIENCE

July 2018 - September 2022

EMIRATES INDIA INTERNATIONAL EXCHANGE

Customer Service Officer – Cashier / Remittance Staff
Al Ain, 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.
- Achieving the monthly targets (Remittance, foreign currency buying and selling, WPS, Corporate payments and others)
- Explain every customer about the products and service that are offered by the organization.
- 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.


December 2015 - September 2017

IMARQUE SOLUTIONS PVT LTD

Customer Support Executive @ Air India Express
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.

AWARDS

 Employee of the Month

LANGUAGES

- English
- Malayalam
- Tamil
- Hindi

TRAINING

AML & CTF Training,
Issued by **FERG,**
November 2018

November 2013 - September 2015

MUTHOOT FINCORP LTD

Customer Service Executive / Cashier

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.

July 2012 - August 2013

HDB FINANCIAL SERVICES LTD

Senior Telecalling Officer – Debt Collection

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 same to the concern field executive for follow up and payment collection before due date.
- Preparing daily/weekly/monthly report for the outstanding due amount along with the detailed information to Finance Team.
- Provide accurate, professional and prompt service to the customers.

May 2008 - April 2010

NINESTARS INFORMATION TECHNOLOGIES LTD

Junior Associate – Documentation Coordinator

Chennai, India

- Transferring data from paper formats into computer files or database systems.
- Ensure the customer information updated in the local database are correct.
- Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output.
- Research and obtain further information for incomplete documents.
- Maintains data entry requirements by following data program techniques and procedures.

EDUCATION

2003 - 2006

Bachelor Of Science (Mathematics)

University of Madras

Chennai, India