



# RASHMITHA POOJARY

## CONTACT

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## SKILLS

- MS Office- MS Word, MS Excel, MS Power Point
- Language: English, Hindi & Kannada
- Complaint management
- Customer Service
- Data Entry

## PERSONAL DETAILS

- Date of Birth / Age:** 15 November 1998
- Nationality:** Indian
- Marital Status:** Single
- Gender:** Female
- Passport:** U8871727

## EDUCATION

**S.S.L.C,** 05/2011 – 05/2014  
**Hindu Junior College Shirva, Udupi** – India

**P.U.C:** Commerce, 06/2014 – 05/2016  
**Hindu Pre University College Shirva, Udupi** – India

**Bachelor of Commerce:** Commerce, 06/2016 – 05/2019  
**Dr.G.Shankar Govt Women's College & PG Study Centre** – India

## CERTIFICATIONS

## PROFESSIONAL SUMMARY

More than four years of experience in Customer Services, Coordination and administration. Work experience has been rich in terms of handling multiple assignments simultaneously very efficient dealing along with the Customers, Insurers and Financial Advisors.

### Personal Appraisal

- I'm a hardworking, career -minded, fast learner & result oriented person.
- I'm good in communication, public relations and interpersonal relations.
- I'm friendly, co-operative, dependable a team player.
- I'm a multitasker & can work under pressure.
- I'm an open-minded person and eager to learn new things and explore new fields.

## WORK EXPERIENCE

**Customer Support Officer** 01/2024 – Current  
**Dinar Exchange - Dubai, UAE**

- Greet Customers as they arrive in the exchange and provide them with information regarding products and / services
- Provide exceptional customer service by promptly addressing inquiries and resolving issues related to customer complaints.
- Responsible for Customer complaints, follow up with correspondent banks and resolve the customer complaints.
- Receive customer complaints via phone, email or social media etc.
- Preparing Daily Performance Report and submitting to the Managers.
- Preparing Monthly wise Customer Complaint Report and uploading in Central Bank portal.
- Updating terms and conditions, disclosures and policies related consumer protection as per CBUAE regulations.
- Provide training to the staffs half yearly on Consumer Protection Regulations.
- Assist and submit all required reports for the Central Bank.
- Arranging Consumer Awareness Programme for customers to educate them about products and / services.
- Quarterly arranging meetings with the managers on consumer protection and taking corrective action.

**Cashier / Teller** 01/2023 – Current  
**Dinar Exchange - Dubai, UAE**

- Handling cash transaction, count efficiently and accurately large amount of money.
- Makes sales and purchase of foreign currency & processing inward / outward remittances.
- Receives payments, process cancellation and refunds
- Count and balance cash and currency at the beginning and at the end.

- AMF CFT Training – FERG CROWE
- Consumer Protection Training FERG CROWE

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## ACCOMPLISHMENTS

- Awarded as best Customer Centricity award in the year 2022.
- Awarded as best Supporting Staff frontend for the year 2023.

- Organize and file all documents, records related to transactions such as transaction receipts, KYC, CDD and EDD.
- Attends Customer complaints and queries.
- Support the AML department for various queries which may arise for details regarding the transaction.
- Greeted customers entering store and responded promptly to customer needs.

### **Receptionist**

01/2022 – Current

#### **Dinar Exchange - Dubai, UAE**

- Greet Customers or Clients as they arrive in the office.
- Assisting the customers to fill out the form and Registering New Customers into the system.
- Take and update rate in the system, Rate Board, LED in the absence of Business Development Manager or Dealer.
- Verifying KYC, Remittance and FC voucher in detail and reporting to the Operation Manager.
- Attending calls and replying to emails.
- Lodging customer complaints into system and resolve the complaints.

### **Relationship Executive cum Cashier**

11/2019 – 11/2021

#### **Unimoni Financial services Ltd. Bangalore - Bangalore**

Responsibilities: Cashier / Money Transfer / Travel Transaction / Forex / Issuing Gold Loan / Insurance Processing.

- Cash handling & tallying currencies.
- Maintaining day to day files. Handling retail customers and cross selling of all products to the customers.
- Tele calling and retention to the existing customers. Digital marketing for all the products.
- Maintaining register (cash book, cash vault register, bank book, stamp register, daily expenses)
- Accounting all branch expenses and reporting.
- Maintaining concurrent audit file.
- Monthly checking of asset stock and reporting.
- Preparing monthly report.
- CRMS creation of the customers.
- Processing inward and outward remittance and filing related documents.
- Issuing domestic & international air tickets, processing passport and visa.
- Processing bulk and retail purchase & sales of foreign currencies.
- Issuing gold loans and clearing gold loan auction cases.
- Explaining insurance terms, policies and plans to the customers.
- Processing ( Health, Motor, Home, Travel) insurance to the customers and helping the customers to claim the policy.

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## DECLARATION

The above information's are true to the best of my knowledge.

ORIGINAL TESTIMONIALS & CHARACTER REFERENCES AVAILABLE UPON REQUEST

Regards

(Rashmitha Poojary)