



Sujan Kandangwa

Customer Service

Highly motivated Branch Management Professional with 9 years of experience in Exchange house Banking and Financial institute. Exceptional level of versatility gained from a wide array of assistant managerial skills in product sales, compliance system, branch operations and WPS service.

Contact Details

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Address

Alwahda Mall, Hazza Bin Zayed
St, Old Airport, Abu Dhabi, UAE

Education

2012

BA.

Tribhuvan University Board of Nepal

2010-CCNA CCNP-ROUTE

Associate Network professional

Academic of NIIT India

Personal Details

- Date of birth:- 09 Sep 1986
- Nationality:- Nepalese
- Visa Status:- Visit

Expertise

- Anti-Money Laundering AML
- Lead Teller / Head cashier
- WPS System

Language

English, Nepali, Hindi

Skills

Customer service, Financial analysis, Book Keeping, Account management, Product cross selling.

Experience

Dec 2015 - Apr 2024

Emirates India International Exchange, Al Wahda Mall, Abudhabi, UAE

Customer service Officer

Managing the operations segment of the Branch including opening and closing activities. Ensures the efficient delivery of courteous and professional customer service. Supports the Branch Manager by ensuring all operational functions are completely and properly performed by the staff. reinforcing and implementing sales and service standards through training, development, motivation and coaching or branch staff and conveying a feeling of trust, service and satisfaction to customer and staff. Assists both internal and external customers with research and problem solution. Partners with the Branch Manager in the generation of deposits and other activities.

2011 - 2014

SUBISU Cable Net, Baluwatar, Kathmandu, Nepal.

Senior Technical Assistant

- Analyze corporate need for LAN computer networking systems.
- Design and present recommendations for required hardware, software, and system configuration.
- Cable installation, CCTV cameras installation, DVR configuration, access and support.
- Troubleshoot hardware and software malfunctions as well as network issues as it relates to the CCTV system
- Configure and test network and each workstation.
- Monitor and maintain system at all times to ensure zero outages.
- Provided technical support for all networked devices, including computers and voice systems.
- Tested network, shut down, startup, and functionality, and maintained control and functionality logs.

Training

Anti-Money Laundering and counter terrorism financing (AML) -MS Office Application, HTML, MS-Access, SQL Database management system & Visual Basic, compTIA N+, A+

Reference

Emirates India International Exchange

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Mr. Abdul Rameez Khan

Branch In-charge (Alwahda Mall)

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