



AMRUTHESH MANI

CUSTOMER SERVICE EXECUTIVE/TELLER

📍 Al Khail Gate 1-5, Al Quoz, Dubai, United Arab Emirates

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✉ Amrutheshmani1998@gmail.com

ABOUT ME

Customer service orientated Teller who can quickly and effectively solve customer challenges while helping them find the best solutions to their needs. Ensured customers felt at ease and information to customer enquiries. Organised and experienced in handling both local and foreign currencies, processing payments and cementing patron relationships with excellent interpersonal skills. Proven history of carefully managing funds to reduce discrepancies.

SKILLS

STRONG COMMUNICATION SKILL

TIME MANAGEMENT

COMPLEX PROBLEM SOLVER

CREATIVE DESIGN

INNOVATIVE

SERVICE-FOCUSED

LANGUAGES

ENGLISH

HINDI

MALAYALAM

PERSONAL DETAILS

Date of birth
27/03/1998

Nationality
INDIAN

Visa status
Valid UAE Visa

Marital status
Single

WORK EXPERIENCE

CITY EXCHANGE LLC
Dubai
Oct 2021 - Present

CUSTOMER SERVICE EXECUTIVE/TELLER

- Maintain appropriate AML/CFT compliance program for the Exchange to remain adapted to the applicable AML/CFT rules, regulations and standards of Central Bank of UAE.
- Ensure day-to-day compliance of business against internal AML/CFT policies and procedures.
- Processing the money transfer request received from customer with care and cross check before completing the transaction.
- Processing the WPS application and salary files as and when received.
- Maintaining registers and make timely entries.
- Performing administrative tasks such as filling, generating reports and maintaining mail correspondence
- Marketing of different products offered by company to the existing and new customers.
- Processing pension and vat files
- Monitoring rate on the website and other available online tools and forecast currency rate to avoid possible losses and ensure maximum profit.
- Ensuring all foreign currency transactions are completed in an efficient manner with a high level of accuracy.
- Preparing daily 'End of the Day' report at the close of each business day.

VYTHIRI VILLAGE RESORT
Wayanadu, India
Jan 2020 - Feb 2021

CUSTOMER SERVICE ASSOCIATE

- Assisting front office department to all guest check-in/check-out.
- Providing highest quality of customer service at all time.
- Tracked guest satisfaction surveys to recognize trends and create action plans for improving guest services.
- Handling guest complaints
- Maintains digital database
- Assisting accounts department.
- Answering all telephonic call enquiries from the guests.
- Providing information regarding property amenities, services, room features, and local areas interests and activities.

DOUBLE TREE SUITES BY HILTON
Banglore, India
May 2019 - Nov 2019

TRAINEE

- Completed Industrial Training Exposure at Double Tree Suites By Hilton, Bangalore
- Best Trainee of the month during IET at Double Tree Suites By Hilton, Bangalore

EDUCATION

ORIENTAL COLLEGE OF HOTEL MANAGEMENT- CALICUT UNIVERSITY
Wayanadu, India
2019

Bachelor of Science

Bachelor of Science in Hotel Management is a 3 year undergraduate program that provides knowledge on how the Hotels are run, The management, Hotel Administration, Hospitality and skills to attend the customer.