



CHANDANI PATIL

Remittance Officer Cum Customer Service

Profile

Experienced Remittance Officer, Sales Associate and Customer Service Executive skilled in AML compliance and customer satisfaction. Seeking to apply +9 years of expertise in Exchange House operations to drive organizational success.

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AI QUSAIS, DUBAI

Work Experience

Alfardan Exchange

Customer Service Officer

Dec 2022 - Current

- Remittances via wire and swift transfers across globe
- Money transfer through IMT services across globe
- Handles corporate transactions
- Handling Foreign currencies purchase and sale
- Cross selling travel cards, Ezetop, national bonds and all other services
- Wps registrations, management and disbursement of payees salary cards
- Sending credit confirmation for executed transactions through cheques and online payments
- Providing Value-Added Services (VAS) such as utility payments, mobile top-ups, bill payments, wealth management, government payment collections, and corporate cash collections.

UAE Exchange

Cashier & Junior Sales Associates

Aug 2018 - July 2022

- Managed National Bonds issuance/redemption, Platinum ticket bookings, and FGB redemptions. Served as Kiosk assistant, lobby manager, and handled customer queries and remittances

Al Rostamani International Exchange

Cashier

Jan 2014 - Mar 2017

- Handled customer queries, remittances, and foreign currencies. Introduced new products and services, issued Gold Cards, and managed Wages Protection System (WPS) for salary uploads and Salary ATM C3 cards. Gained experience in AML policies.



Achievement

- Appreciation Certificate from Al Rostamani Exchange for best service performance in Dubai Service Excellence Scheme (DSES) 2015



References

Available upon request.

Education

Master of Arts- Goa University
2010 -2012

Bachelor of Arts- Goa University
2007 - 2010

Skills & Abilities

Strong customer service skills
AML Compliance and regulatory knowledge
Financial product knowledge
Cash handling and management
Multitasking and time management
Communication and interpersonal skills
Problem-solving abilities
Attention to detail

IT Skills

Good understanding of Microsoft
Office Management

Trainings

AMLCFT Training
LIC Agent Training

Personal Profile

Date of Birth - 5th APRIL 1989
Nationality - Indian
Marital Status - Unmarried

Language

English ●●●●●
Marathi ●●●●●
Hindi ●●●●●
Konkani ●●●●●