



KANAKARAJ PALLIVALAPPIL

As a customer service agent within the finance sector, I aim to leverage my fourteen years of progressive industry experience to contribute value to a customer-centric team with vast experience in cash handling and supervising, administration and in-depth knowledge of teller service, customer service and familiarity with admin operations, policy, compliance and products.

CONTACT

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DOB: 22nd Feb 1975

Visa Status: Visit Visa

Permanent Address: Shree Krishna plaza B wing 103,
Chole, Thakurli, Thane Dt, Mumbai, Maharashtra,
Pin 421201, India.

EDUCATION

1996 Calicut University: Bachelor of Economics

CERTIFICATION

- 2008 Central bank of Bahrain: Anti money laundering training certification
- Speed wings Aviation academy, Ernakulam: IATA Certification
- SGS GULF LTD UAE Dubai: Personal hygiene training certification
- EMARAT UAE Dubai: Firefighting & Cash register training Certification

STRENGTHS

- Leadership & Problem Solving
- Commercial Awareness
- Ability to respond quickly to a task assigned
- Languages known: English, Hindi, Malayalam, Tamil
- Spreadsheet
- Word Processing
- PowerPoint Presentation
- Email Communications Etiquette

HOBBIES

Music



Sports



Newspaper Reading



EXPERIENCE

ADMINISTRATION MANAGER: Metcorp International | Mumbai, India | 2018-2019/2022-2024

- Import and Supply products
- Finding new clients

BRANCH MANAGER

LULU Exchange UAE/Trust Exchange Qatar | 2012-2018

AL ZAMAN Exchange | Qatar | 2010-2012

- Supervising day to day operation
- inward and outward remittance
- funding and staff duty roster.

BRANCH SUPERVISOR: BAHRAIN INDIA INTL EXCHANGE CO. | Bahrain | 2007-2010

- Improving customer service based on client feedback through the development of new policies and procedures.
- Successfully handled all public relations issues.

STATION SUPERVISOR: EMARAT | Dubai, UAE | 2002-2006

Performed market research surveys amongst client base to seek feedback on sales techniques, follow-up methods and quality of after sales service.

CUSTOMER SERVICE AGENT: RAK Ceramics | UAE | 2000-2002

- Performed market research surveys on customer needs and requirements.
- Generated repeat business through successful client follow-up.

SALES OFFICER CUM OFFICE ADMINISTRATOR: Jinsung Corporation | Mumbai, India | 1997-2000

ACHIEVEMENTS

- LULU INTERNATIONAL EXCHANGE UAE: Appreciation for Target Achievements in 2014 Team UAE.
- EMARAT UAE Dubai (Customer Service Department): Best staff in the year 2004 and 2005