



# Robson Johnson

**Customer Service Representative | Teller | FC Cashier | Remittance Clerk**

Customer Service Cashier experienced working in diverse FC / Remittance exchange industries.

## Phone

971-56-431-2561

## Email

[johnson.robson009@gmail.com](mailto:johnson.robson009@gmail.com)

## Address

Musaffah Abudhabi, UAE

## **TECHNICAL SKILLS**

- Tally ERP9, Statutory Filing
- Remittance Processing
- CASMEX
- I-Sheild
- Standard Operating Procedure
- Complaint Management
- Cash Handling
- Microsoft office
- Negotiation
- Marketing

## **EDUCATIONAL QUALIFICATIONS**

- ❖ **B.com(co-operation)**  
**Calicut university**  
04-2012 to 04-2015
- ❖ **Certification of DPAT**(Diploma in practical accounting and tax practice)  
2016-2017

## **PROFESSIONAL CAREER**

### **CASHIER**

**TRAVELEX UAE**

**[24-MAY-2023 to 10-MARCH-2024]**

- Deals with more than 50 currencies
- Identification of counterfeit notes and reporting
- Providing competitive rates to customers
- Working in multiple shifts in the airport environment.
- Knowledge in the **KYC** procedures for document collection for the slabs of the amounts exchanged complying the **AML** policies
- Systematic way for cash handling
- Knowledge about Foreign currency movements and value in the market.
- Treat customer information with appropriate levels of confidentiality

### **Customer Service Teller-Cost Accounts Clerk**

**AL RAZOUKI EXCHANGE LLC UAE**

**[07-JULY-2021 to 10-MAY-2023]**

- Handle the tasks of managing, directing, and participating in other special projects assigned by the manager
- Prepare cash bundles for deployment to Wholesale and other Stores via Transguard, ensuring the cash held in-store is within the assigned limits
- Process successful transactions for Money Exchange, Remittance, Western Union, Instant Cash, Instant Draft & Value Added Products
- Fast, accurate, Efficient, and courteous service with adherence to KYC requirements
- Worked with the communications team to drive internal promotion of company programs, initiatives, guiding principles and mission
- Knowledge about money transfers like Western union, Instant cash and Transfast
- Investigating over and shortage differences
- cross-sell against the various products
- wps processing

### **Money Exchange Clerk-Cost Accounts Clerk**

**REDHA AL ANSARI EXCHANGE UAE**

**[14-MAY-2019- to 15-MAY-2021]**

- Depth knowledge of bank transfers to various countries
- Comprehensive knowledge about credit card payments
- Handling Inter branch transfers Training new staff at branch
- Cross selling financial services to generate more profit to the company
- Maintaining communication between branch and management by preparing daily, weekend, monthly-end reports
- Customer support Marketing