



Lekshmi Gopan

Nationality: Indian **Date of birth:** 25/06/1991 **Gender:** Female

Phone number: (+971) 0524979701

Email address: lekshmigopan256@gmail.com

LinkedIn: www.linkedin.com/in/lekshmi-gopan-0b3125320

Home: Al Murar Deira, Dubai (United Arab Emirates)

ABOUT ME

Currently serving as a **Supervisor** with extensive experience in branch operations, including opening and closing procedures, authorization of account transfers, cheques, joint ventures (JV), and new company registrations. Skilled in ensuring smooth transactional authorizations while maintaining operational efficiency and compliance.

Dynamic and results-oriented professional with 7 years of experience in customer relations, specializing in managing and enhancing client interactions. Proven expertise in delivering exceptional customer service, efficiently resolving issues, and fostering strong relationships.

Skilled in remittance processing, WPS salary payments, inward and outward payments, and forex currency exchange, including buying and selling at market value. Proficient in payment and receipt processing, petty cash vouchers, and handling money refunds. Adept at leveraging excellent communication and problem-solving skills to ensure customer satisfaction, loyalty, and overall organizational success.

WORK EXPERIENCE

Supervisor

Al Ahalia Money Exchange Bureau [01/08/2024 – Current]

City: Deira, Dubai | **Country:** United Arab Emirates

- Manage and oversee daily branch operations, including opening and closing procedures to ensure smooth and efficient workflows.
- Authorize and verify account transfers, cheques, and joint venture (JV) transactions with a focus on accuracy and compliance.
- Handle new company registrations and ensure all documentation aligns with regulatory requirements.
- Supervise remittance processes, including WPS salary payments, inward and outward payments, and forex currency exchange.
- Oversee petty cash management, payment and receipt processing, and money refunds to ensure financial accountability.
- Ensure adherence to internal controls and compliance standards while maintaining operational efficiency.
- Provide guidance to team members to achieve operational goals and deliver excellent customer service.

Cashier cum Customer Relation Executive

Al Ahalia Money Exchange Bureau [01/03/2023 – 30/07/2024]

City: Deira, Dubai | **Country:** United Arab Emirates

- Processed daily financial transactions, including payments, receipts, and refunds, ensuring accuracy and adherence to company policies.
- Prepared petty cash vouchers and balanced daily cash reconciliations with attention to detail.
- Assisted customers with inquiries related to payments, refunds, and account balances to provide a seamless experience.
- Ensured compliance with financial regulations and maintained accurate transaction records for auditing purposes.
- Collaborated with the team to optimize workflow during high-traffic periods, ensuring prompt and efficient service delivery.
- Specialized in managing and enhancing client interactions to ensure satisfaction and loyalty.

- Delivered exceptional customer service by promptly resolving issues and addressing inquiries with professionalism.
- Processed remittance services, including WPS salary payments, and managed inward and outward payments.
- Handled forex currency exchange transactions, including buying and selling at market value, while ensuring compliance with financial guidelines.
- Maintained accurate records of customer transactions and provided periodic reports to management.
- Conducted follow-ups with clients to address concerns and gather feedback to improve service quality.
- Built and maintained strong client relationships, contributing to a positive customer experience and retention.

Cashier cum Customer Relation Executive

Al Ahalia Money Exchange Bureau [17/11/2020 – 26/02/2023]

City: Abu Dhabi | **Country:** United Arab Emirates

- Opens customer accounts by recording account information
- Maintains customer records by updating account information
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Recommends potential products or services to management by collecting customer information and analyzing customer needs
- Handling customer complaints or handing them over to a supervisor
- Prepares product or service reports by collecting and analyzing customer information
- Authorizing and uploading of transactions per bank batch
- Contributes to team effort by accomplishing related results as needed.
- Handled remittance services, including WPS salary payments and inward and outward payments, ensuring timely processing.
- Performed forex currency exchange transactions, including buying and selling based on current market value.
- Managed petty cash vouchers, prepared daily cash reconciliations, and ensured accurate balancing of cash drawers.
- Assisted customers with payment-related inquiries, refunds, and account discrepancies, maintaining a high standard of customer service.
- Verified and processed payment and receipt vouchers, ensuring compliance with company policies and financial regulations.
- Maintained records of all transactions for auditing and reporting purposes, ensuring accountability and transparency.
- Resolved customer issues and escalated complex cases to appropriate departments for efficient resolution.
- Ensured adherence to security protocols and company standards during financial handling and transactions.
- Collaborated with team members to optimize cashiering workflows and deliver seamless service during peak hours.

Customer Relation Manager

Muthoot Motors Pvt Ltd. [23/07/2017 – 30/01/2020]

City: Thiruvananthapuram | **Country:** India

- Address all customer-related issues, including those in sales, service, and spare parts.
- Ensure that these areas are thoroughly checked and any problems are resolved promptly.
- Submit detailed daily reports regarding these issues to the AGM.
- Conduct regular inspections of all employees' uniforms and ID cards to ensure compliance with company standards.
- Note any discrepancies or issues and take necessary corrective actions.
- Submit a comprehensive report of these inspections to the AGM.
- Schedule and conduct visits to all company branches on a monthly basis.
- Evaluate the performance and operations of each branch during these visits.
- Compile and submit a detailed report of your findings and recommendations to the AGM.
- Organize and conduct all meetings and programs with a high level of sincerity and professionalism.
- Ensure that all events are well-planned and executed effectively. Provide feedback and reports on the outcomes of these meetings and programs to the AGM.

HR executive

Dial A Job HR Consultancy [23/12/2010 – 13/09/2016]

City: Thiruvananthapuram | Country: India

- Assist candidates in finding suitable job opportunities that match their skills and preferences.
- Collaborate with various departments and employers to identify potential job openings.
- Provide guidance and support to candidates throughout the job application process.
- Manage and handle all cash transactions accurately and efficiently.
- Maintain and update financial records and transactions using Excel spreadsheets.
- Ensure all financial data is recorded correctly and regularly reconciled.
- Reach out to reputable companies to gather their job requirements and open positions.
- Develop and maintain relationships with these companies to facilitate ongoing collaboration.
- Compile and organize the collected job requirements into a comprehensive database for easy access.

EDUCATION AND TRAINING

AML Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Risk & Fraud Prevention Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Customer Service Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Counterfeit Currency Detection and Reporting Procedure Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Cyber Security Awareness Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Business Continuity Management Training

Al Ahalia Money Exchange Bureau

Country: United Arab Emirates

Higher Education

Cotton Hill Girls Higher Secondary School [01/06/2007 – 15/03/2009]

City: Thiruvananthapuram, Kerala | Country: India

HONOURS AND AWARDS

[20/11/2018] Muthoot Motors Pvt. Ltd., Kerala

Best Performer in Customer Service