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UAE DRIVING LICENSE

ASHIQUE AZHUVALAPPIL

<u>PERSONAL</u> <u>SUMMARY</u>	Dependable manager with a strong ability to provide first class customer service and process orders in a timely and courteous manner. Well versed with cash register, scanner and scales. Outgoing personality and exceptionally positive attitude. Recognized for going the extra mile to ensure internal and external customer satisfaction.
<u>EXPERIENCE :-</u>	<p>Currently working with LM EXCHANGE as Branch development manager / business development in WPS/GPSSA/CORPORATE (Al Ghurair intl exchange merge with LM exchnage in 2024)</p> <p><u>Experience</u></p> <p>3) AL GHURAIR INTL EXCHANGE since 2021 to 2024 as BUSINESS DEVELOPMENT EXECUTIVE</p> <p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none">● On Boarding new customers for WPS/GPSSA● Maintain relations with existing customers● Increase numbers/revenue from WPS/GPSSA● Collection of documents for on boarding /KYC● Problem solving /follow up/assistance● Applying for salary cards /adding bank details● Improve business of branches to reach target

	<p>2) SHARAF EXCHANGE since 2018 to 2021 As a Branch Supervisor. PROMOTED IN 2020 as BDE of SHARAF EXCHANGE</p> <p><u>RESPONSIBILITIES</u></p> <ul style="list-style-type: none"> ● Acceptance and physical tallying of cash. ● Collecting proper and required documents from customers. ● Cross selling various products to customers. ● Extending superior customer service / attending to customer queries, complaints, amendments and cancellation as per procedures. ● Handling payment of Western Union and Instant Cash. ● Preparation of all types of remittance application including WU, IC & Misc. products. ● Receive cash or any other authorized modes of payment from customers, issue receipts/ bills against their transaction, reconcile cash / credit receipts with sales figures and prepare daily cash summary report for submission to the Accountant. ● Be responsible for the safe custody of cash received and/ or other relevant documents and deposit the cash/ cheques in the bank every day with a view to carefully protect the company funds. ● Answer phone calls & customer queries in a professional manner to offer efficient customer service and enhance the company's image. ● Monitor the use of petty cash, authorize payments for only approved items or emergency miscellaneous purchases and submit accounts periodically to the Store Manager. ● Keep count of customer traffic in to the shop and compile relevant information on a daily basis. <p>1) Worked at Emirates India International Exchange as a Head cashier from -2016 to2018.</p>
KEY SKILLS	<ul style="list-style-type: none"> ☑ Good communication skills and an excellent telephone manner. ☑ Have a professional style of communication & ability to build rapport with prospective customers. ☑ With extensive knowledge in Computer Application.
EDUCATION	<ul style="list-style-type: none"> ☑ M B A(perusing) Sikkim Manipal university ☑ Bachelor of commerce BharathiarUniversity, Coimbatore ,India) ☑ HSE (+2) -oriental Higher Secondary School, Kerala

<p>AREA OF EXPERTISE</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Retailing <input type="checkbox"/> Cashiering <input type="checkbox"/> Accounting <input type="checkbox"/> Retail Sales & Corporate Sales <input type="checkbox"/> Pricing <input type="checkbox"/> Visual Merchandising <input type="checkbox"/> Extensive product knowledge <input checked="" type="checkbox"/> Customer Service <input checked="" type="checkbox"/> Problem solving <input checked="" type="checkbox"/> KYC and compliance knowledge
<p>PERSONAL DETAILS</p>	<p>Date of Birth : 15 APRIL 1994</p> <p>Nationality : Indian</p> <p>Language : English, Malayalam „Tamil, Hindi Arabic</p> <p>Marital Status : Married</p> <p>Visa Status : Employment Visa</p>

DECLARATION

I do hereby declare that the above statement is true and correct to the best of my knowledge and beliefs.

(ASHIQUE AZHUVALAPPIL)