



ROBINDRA CHETRY

PROFESSIONAL SUMMARY

Driven Customer Service Executive role with offering strong interpersonal and communication skills with solid foundation in problem-solving and customer interaction. Knowledgeable about handling customer inquiries, resolving issues, and ensuring customer satisfaction. Ready to use and develop listening, empathy, and multitasking skills with 6 years of experience in the field of Customer Service Executive.



rchetry129@gmail.com



971563185162



Abu Dhabi, United Arab Emirates



12/12/1994



Indian

SKILLS

- Positive attitude
- Decision making
- Customer follow-up
- Client Relationship Management
- Team collaboration
- Customer communications
- Customer complaint handling
- Product knowledge
- Customer service excellence
- Time-management
- Effective communication
- Multitasking efficiency
- Positive telephone manner
- Patience and empathy
- Complaint handling
- Customer complaint management

EDUCATION

Bachelor of Arts, Arts
Guwahti university, Lanka
Assam, India
June 2016

- Honours Degree in Political Science

LANGUAGES

English	C1
Advanced	
Nepali	C1
Advanced	
Hindi	C1
Advanced	
Bengali	B2
Upper intermediate	

WORK HISTORY

January 2023 - Current

Joyalukkas Exchange - Supervisor, Abu Dhabi, United Arab Emirates

- Maintain a high level of new customer acquisitions as well as reasonable growth in customer retention
- Assist front-line staff to handle challenging situations, resolve problems and manage large transactions
- Managed daily operations to increase productivity.
- Supervise the activities of workers and enforced safety regulations.
- Supervise the opening and closing of branch and monitor transactions on foreign currencies buy and sell, sell of remittances, WPS, and ancillary products.
- Accountable for inventory and margins
- Monitored employee attendance records for maintaining discipline within the team.
- Provided constructive feedback to staff for improved performance levels.
- Worked closely with management to manage staff levels and allocate resources for production plans.

- Reduced workplace conflicts through effective communication and negotiation skills.
- Tracked employee performance, assessed daily output and implemented corrective actions to close gaps.
- Supervised and evaluated staff to help improve skills, achieve daily objectives and attain advancement.

May 2019 - Current

Joyalukkas Exchange - Teller, Abu Dhabi, United Arab Emirates

- Correspondent handling for Branch Operation Foreign remittance, bank to bank transfer, electronic fund transfers network, utility payments, tax payments, western union (send & receive) .
- New wps company onboarding, salary deposit generating SIF files, cash payment salary system.
- Processed all transaction with 100% accuracy and maintain accurate cash drawer.
- Correctly followed all branch security service, cash handling, audit procedure and AML/ Compliance guidelines.
- Handling payroll creation,taking request for processing new master cards, replacement or lost card, handling Atm cash complain, renewal of pay card
- Handling customer's complaint & enquiries regarding their transaction status.
- Processed all transaction with 100% accuracy and maintain accurate cash drawer.
- **Maintained effective and timely complaints management process, resolving customer's problems & issues promptly and to provide 100% customer satisfaction.**
- **Maintain Dvr Logbook, visitors Logbook & Cash Inward & Outward Logbook.**

January 2018 - January 2019

Hi-tek Construction Company - Customer service representative, Tampines, Singapore

- Welcome & Greet every customer's in a warm & friendly manner, demonstrate customer service at all times.
- **Handling Customer Inquiries:** Responding to customer questions via phone, email, or chat, offering information about products, services, or company policies.
- **Resolving Issues and Complaints:** Addressing customer complaints or issues in a timely and professional manner, aiming to find solutions and enhance customer satisfaction.
- **Processing Orders and Requests:** Assisting customers with placing orders, processing returns, and handling any changes to their orders.
- **Maintaining Customer Records:** Updating and maintaining accurate customer data and records of interactions, ensuring that follow-ups and resolutions are tracked
- **Providing Product and Service Information:** Educating customers about the features, benefits, and usage of products or services offered by the company.

ADDITIONAL INFORMATION

Visa type- Employment visa

Marital Status- Single

Passport Number- P0644921

