



# ANJALI POOLERI

Teller / Customer service

## CONTACT

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- Abud Dhabi
- Kerala, India

## SKILLS

Symex  
Casmex  
Transfast  
Westernunion  
Instant Cash  
Remittance  
Compliance  
AML/ CFT  
Emailing  
MS. Excel & Word  
Fast Typing

## Key Skills

Customer service  
Attention to details  
Time management  
Good team player  
Fast learning

## LANGUAGE

English  
Hindi  
Malayalam

## ABOUT ME

A detail-oriented and customer-focused professional with 2 years of experience as a Teller in a remittance and exchange company in the UAE, along with 1 year of office administration experience. Holding a Bachelor's degree in Business Administration, I am seeking a Teller or Customer Service position where I can apply my expertise in financial transactions, excellent communication skills, and strong customer service background. Eager to contribute to an organization's success by providing exceptional service, ensuring smooth operations, and enhancing customer satisfaction.

## WORK EXPERIENCE

### PROGOTI EXCHANGE LLC ABU DHABI

Teller & Customer Service Jun 2021 – Jun 2024

- Greet customers and assist them with their remittance needs.
- Provide information about available services, charges, and exchange rates.
- Handle money transfer requests, Process payments, refunds, and cancellations efficiently.
- Collect and verify customer identification documents. Ensure adherence to anti-money laundering (AML) and know-your-customer (KYC) regulations.
- Report any suspicious transactions to the compliance team.

### MASTERS MARINE SERVICE Abu Dhabi

Office Administrator Aug 2024 – Jan 2025

- Served as the first point of contact for clients and visitors.
- Managed incoming calls, emails, and inquiries.
- Organized appointments & maintained front desk operations. Provided high-level administrative support to executives
- Handled financial documentation, invoices, and tracked records efficiently.
- Supervised and trained junior staff on office protocols.
- Scheduled interviews and maintained confidentiality of sensitive information.

## EDUCATION

**Bachelor of Business Administration** 2020–2023  
INSTITUTE OF BASIC AND VOCATIONAL EDUCATION