

ABHIRAMI THULASEEDHARA KURUP

CASHIER | ADMIN ASSISTANT | CUSTOMER SERVICE EXECUTIVE | RECEPTIONIST



GET IN TOUCH

Detail oriented and resourceful **Professional** with a strong background in **financial transactions, office coordination, and customer relations**. Adept at handling **cash management, ledger maintenance, front desk operations, and customer support**, ensuring seamless business operations and client satisfaction. Skilled in **data entry, documentation, complaint resolution, and cross-selling financial products**, with a keen eye for accuracy and compliance. A proactive team player with excellent **communication, problem-solving, and organizational skills**, committed to delivering high-quality service in fast-paced environments.

Currently seeking an opportunity as **Cashier | Admin Assistant | Customer Service Executive | Receptionist** preferably in Retail / Financial Services & Money Exchange / Real Estate / Travel & Tourism / Education / Construction / Hospitality / Healthcare / Manufacturing / Logistics & Supply Chain or other prominent sectors in UAE.

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WORK EXPERIENCE

MUTHOOT FINANCE LTD | KERALA | INDIA

Industry - NBFC

CASHIER

May 2022 - January 2023

- **Processed** cash deposits, withdrawals, and loan disbursements with **accuracy**, ensuring seamless **financial transactions** and **customer satisfaction**.
- Assisted in the preparation of **bank deposits, ledger maintenance, and cash management** for the branch.
- **Assisted customers** in **gold loan applications** by explaining **interest rates, repayment terms, loan tenures**, and associated **policies**.
- **Verified customer documents**, including **identity proof, address verification, and loan eligibility criteria**, to prevent **fraudulent activities**.
- Conducted **risk assessments** for **loan applicants**, ensuring compliance with **internal policies** and **financial regulations**.
- Guided customers through **repayment schedules, available loan restructuring options, and financial planning assistance**.
- **Handled customer grievances** efficiently, escalating **complex issues** to **senior management** when necessary to ensure resolution.
- Ensured **compliance** with **security protocols** while handling **cash, confidential financial documents, and inter-branch fund transfers**.
- Conducted **periodic checks** on **cash registers, vaults, and financial documents** to prevent **discrepancies** and ensure **accuracy**.
- **Promoted cross-selling of financial products**, educating customers about **investment options, insurance policies, and fixed deposits**.
- Provided **administrative support** to the branch, including **data entry, filing financial records, and updating customer profiles**.
- Monitored and **reported suspicious financial activities**, ensuring adherence to **regulatory compliance** and **fraud prevention policies**.
- Assisted in **training new staff** on **cash handling procedures, customer service standards, and compliance requirements**.
- **Maintained accurate financial records**, prepared daily, weekly, and monthly reports, and **supported audits by ensuring proper documentation**.

CHAVARA ACADEMY | HYDERABAD | INDIA

Industry - Education

TEACHER

June 2017 - March 2020

- **Designed and delivered engaging lesson plans** aligned with the curriculum, fostering an interactive and student-centric learning environment.
- **Taught and mentored students** across various subjects, ensuring conceptual clarity and academic excellence.
- **Developed and implemented assessment strategies**, including tests, quizzes, and assignments, to evaluate student performance effectively.
- **Incorporated technology and innovative teaching methods**, such as smart boards and e-learning tools, to enhance classroom engagement.
- **Provided individualized support** to students, addressing learning difficulties and guiding them toward academic improvement.
- **Collaborated with parents and school administration**, providing regular updates on student progress and discussing development plans.
- **Organized and participated in extracurricular activities**, including academic competitions, cultural programs, and school events.
- **Contributed to curriculum development**, suggesting improvements to enhance subject matter delivery and learning outcomes.

KEY SKILLS

- Cash Handling & Management
- Ledger Maintenance
- Customer Service
- Office Administration & Coordination
- Reception & Front Desk Operations
- Telephone & Email Correspondence
- Inventory & Office Supplies Management
- Complaint Handling & Escalation
- Upselling & Cross-Selling
- Conflict Resolution & Negotiation
- Billing & Invoicing
- Data Entry & Documentation

EDUCATION

2016 - BACHELOR OF ARTS - HISTORY
Mahatma Gandhi University | India

IT COMPETENCY

MS Office Suite: Excel | Word | PowerPoint

PERSONAL INFO

Nationality: India
DOB: 19th January 1996
Gender: Female
Languages: English | Tamil | Malayalam
Civil Status: Married
Visa Status: Visit Visa
Visa Expiry: 5th May 2025

REFERENCE

Available Upon Request