

# RAGHI R.G

## Career Objective

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To make a Positive contribution as a part of your dynamic and well-reputed organization in a position where my management, decision making, and communication skills will be appreciated and enhanced.

- Very energetic result oriented and organized
- Extremely hardworking self-motivated
- Positive attitude and strong sense of responsibility
- able to work independently in a team environment under supervision

## Work Experience

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### CUSTOMER SERVICE

#### LM EXCHANGE

05<sup>TH</sup> MAY 2018

- handling all types of Remittance transaction, Ills payment and FORED trade
- dealing with corporate clients for SWIFT transfer
- Record all transaction Prompt, accurately and in compliance with exchange
- Flowing up on customer's request/ complaints. Ensuring customers satisfaction
- Cash handling-Day beginning and day end tallying , including FOREX.
- KYC & AML – coordinating for execution and implementation of regulation issued by the central bank of UAE

#### Achievements:

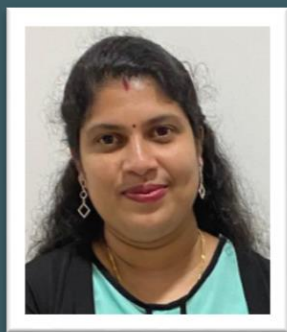
- Received performance of the month Awards and Recognitions is various months.
- Branch Topper in remittance and Forex Figures

### ACCOUNTS AND OFFICE ADMINISTRATOR

#### TRANS BAHRAIN GRAINS & FOODS W.L.L- BAHRAIN

2013-2014

- Reporting to operation manager
- Preparing journal and ledger entries
- Monitors and reconciles various accounts, statements and report identifies and analyses discrepancies and errors
- Verifies the completeness and cash balancing
- Handling cash transaction and cash balancing
- Setup accounts, sub-accounts, and budgets approves expenditure, received funds
- Dealing with telephone and email enquiries
- Word processing
- Organizing and strong paperwork, documents and computer – based information



## Contact

Address: Dubai - UAE

Phone: +971 – 565690299(UAE)

Email: rraghi@gmail.com

## Academic Qualification

- B.Com Kerala University
- Diploma in hotel management administration from somatheeram school of hotel management, Trivandrum
- Plus two-Commerce / Computer Science form Kerala state higher Secondary Education
- S.S.L.C from Kerala State Government

## Trainings

- Customers service Training
- AML training

## Key Expertice

- Client relation
- Crisis Management
- Time Management
- Time Management
- Organizational skills
- Effective listening skills
- Decision making skills

## Personal Information

Full Name : RAGHI R.G

Date of Birth : 30-05-1985

Nationality : India

Gender : Female

Religion : Hindu

Marital status: Married

## **CUSTOMERS SERVICE EXECUTIVE**

**MARIKAR MOTORS TRIVANDRUM - INDIA**

**2011-2013**

- Reporting to public relations manger
- Providing a high level of customers services and professionalism taking into account into the consideration that all of our customers have an urgent requirements and are looking for instant and immediate action
- Responds to customer's request and question regarding the services, product and account information.

## **RESERVATION EXECUTIVES**

**2007 TO 2010**

**EXCUTIVE AND SWEGATH HOLIDAY KOVALAM**

- Reporting reservations manager
- Answer, receives, conform and process reservation
- Assist in complaints and statically data pertaining to room reservation
- Maintaining and update reservation request form file
- Handling group booking- involving cut off dates, blocking, accuracy of rates and booking polices.

## **FRONT OFFICE ASSISTANCE**

**2006 TO 2007**

**COUNTRY CLUB BEACH RESORT, KOVALOM-INDIA**

- Reporting to front office supervisor
- Answer, receives, confirm and process reservations
- Maintain and update reservation

## **Interpersonal Profile /Skills**

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- Well organized and dedicated with positive attitude
- Hardworking and self-motivated
- Responsible and Result –oriented
- Ready to accepts and challenge
- Excellent communication skill (English, Hindi, Malayalam)
- Ambition and committed to achieve success
- Ability to pay attention to accuracy and retails
- Abilities to work in team envoiurnemts

## **Declaration**

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I hereby declare that the above information are true and correct according to the best of my knowledge & My Experience. If selected I assure that I would perform to the best of my abilities, early awaiting a Positive response.

**RAGHI R.G**