



**AJIT ANANDA JIRGE**  
**CASHIER**  
**&FOREX OPERATIONS**

**PERSONAL DETAILS**

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Meena Bazar Bur Dubai.  
Dubai.UAE.

**EXPERTISE**

- ☐ CustomerService
- ☐ ComplaintResolution
- ☐ CustomerRetention
- ☐ ProductKnowledge
- ☐ TelephoneManner
- ☐ AdministrativeDuties
- ☐ Risk &Compliance  
Management

**PERSONAL SKILLS**

- ☐ Reliable and consistent
- ☐ Flexibleattitude
- ☐ Communicationskills
- ☐ SolutionFocused
- ☐ Willing to Learn and  
Accept

**COMPUTERSKILLS**

- ☐ MS OfficeWord
- ☐ MSExcel

**LANGUAGES**

- ☐ English -Fluent
- ◆ Hindi -Fluent
- ☐ Marathi -Fluent

**REFERENCES**

Available on request

**SUMMARY**

A well-mannered, articulate, and hardworking customer care advisor who has invaluable experience of providing a professional and efficient service to customers. Able to ensure high levels of customer satisfaction and to exceed their expectation when it comes to customer care. Excellent client facing and organization skills and a strong team player with an appreciation and understanding of the importance of customer care as a function within a business. Ready and qualified for the next stage in my career and looking forward to making a significant contribution to the growth of an ambitious company.

**WORK EXPERIENCE**

**Foreign Exchange Cashier/Exchanger with Redha Al Ansari Exchange LLC –Dubai Marina Mall Br., Dubai, UAE from November 2021 to March 2023**

- ◆ Exchanging foreign currencies from individual and exchangecompanies.
- ◆ Accepts cash, cheque and bank card for payments and record transactionspromptly.
- ◆ Transferring and accepting cash from other tellers for daily businessoperation.
- ◆ Prepare cash including foreign currencies for deposit or shipment to headoffice.
- ◆ Responsible for the security of cash safe, drafts, cheque, and keys.  
Coordinate and work closely with other tellers and supervise, motivate and monitor them.
- ◆ Maintain appropriate cash limits and perform petty cashmanagement.
- ◆ Prepare Counterfeit Currency Report, ifany.
- ◆ Handling customer inquiries and follow up on all complaints andqueries.
- ◆ Reporting various reconciliation, productivity and transaction statistics in thecash operationsambit.
- ◆ Promote and advise customers about company products and services.
- ◆ Responsible in achieving the transaction and sale target set by themanagement.
- ◆ Ensurecompliancetothe CBUAEandRAEAML/CFTpolicybyconductingregular compliancechecks.

**Worked as a Sr. Executive with D J Forex Pvt Ltd.( June 2019 to September 2021)**

- ◆ Operating full-fledged Forex counter with Forexcash
- ◆ Bulk Sale & Purchase from Banks & otherFFMC.
- ◆ Co-ordinate with the various walking passengers at counter forForex issuance.
- ◆ Maintaining the daily stockreport.

**Worked as a Asst. Operation Manager with Weizmann Forex Ltd. (May2018 to March 2019)**

- ◆ Handling cashiersteam.
- ◆ Manage duty roster with teammembers.
- ◆ Operating full fledged Forex counter with Forexcash.
- ◆ Co-ordinate with the various walking passengers at counter forForex issuance.
- ◆ Maintaining the daily stockreport.
- ◆ Coaching Fresher to do transactions as per RBI norms &guidelines.
- ◆ Day to Day Account relatedwork.

**Worked as a Forex Executive with Akbar Travels India Pvt Ltd. (Oct 2015 to May 2018)**

- ◆ Operating full-fledged Forex counter with Forexcash/Cards.
- ◆ Bulk Sale & Purchase from Banks & otherFFMC.
- ◆ New Corporate Clientadded.
- ◆ Ticketing Corporate Clientadded.
- ◆ Retail customer handled.
- ◆ Co-ordinate with the various walking passengers at counter for Forexissuance.
- ◆ Issue HDFC Forex cards and attend to the queries related thesame.
- ◆ Bank Reco & Bank Account Maintain Day toDay
- ◆ Maintaining the daily stockreport.
- ◆ Tallying monthly MIS report ofStock.
- ◆ Day to day account relatedwork.

**Worked as a Team Leader with Centrum Direct Ltd. (Dec 2011 to Oct 2015)**

- ♦ Handling a 13 cashiers' team.
- ♦ Manage duty roster with team members.
- ♦ Operating full-fledged Forex counter with Forex cash/TCs.
- ♦ Co-ordinate with the various walking passengers at counter for Forex issuance.
- ♦ Maintaining the daily stock report.
- ♦ Coaching Fresher to do transactions as per RBI norms & guidelines.

**Worked as a Cashier with Pheroze Framroze. (June 2006 to Nov 2011)**

- ♦ Operating full-fledged Forex counter with Forex cash/TCs.
- ♦ Issue HDFC Forex cards and attend to the queries related the same.
- ♦ Co-ordinate with the outstation branches for Forex issuance.
- ♦ Maintaining the daily stock report.
- ♦ Tallying monthly MIS report of Stock.
- ♦ Day to day account related work.
- ♦ Administrative works

**CORE STRENGTHS**

- ♦ Knowledge about AML/CFT and KYC policies and regulations
- ♦ Excellent communication and typing skills.
- ♦ Ability to work under pressure.
- ♦ Exceptional customer service
- ♦ Knowledge about different foreign currencies
- ♦ Target driven, self-motivated and fast learner
- ♦ Ability to get well in a team and work in a dynamic environment.

**TRAINING ATTENDED**

- ♦ In-house training programs on Effective Customer Services and Anti Money Laundering with Redha Al Ansari Exchange LLC

**EDUCATION**

YEAR	QUALIFICATION	UNIVERSITY	COLLEGE	GRADE
SEPT 2020	T Y B COM	NORTH EAST FRONTIER TECHNICAL UNIVERSITY	NORTH EAST FRONTIER TECHNICAL UNIVERSITY	PASS
FEB 2003	H.S.C	MAHARASHTRA STATE BOARD	DR. BABASAHEB AMBEDKAR COLLEGE, MUMBAI	PASS
MARCH 1999	S.S.C	MAHARASHTRA STATE BOARD	DADAR SECONDARY HIGH SCHOOL, MUMBAI	PASS

**DECLARATION**

I hereby declare that the above stated details are true to the best of my knowledge and belief.

Ajit Ananda Jirge