



Monu Babu Ali

Cashier Cum Teller

Contact

Address

Abu Dhabi

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Skills

Banking Operations
Customer Service
Operations

Fraud Investigation & Risk
Mgmt.

Sales & Marketing
Compliance & Audit
Management Customer
Acquisition & Retention

Product Marketing Process
Migration & Optimization

Product Cross-selling

MS Word

AML Certified with exposure of nearly 4 years in multiple phases of Foreign Exchange Operations, Sales & Marketing and Customer Service Operations for smooth business operations.

Executed competent strategies to penetrate new accounts and expand existing ones with insightful knowledge in dealing with Cash Transactions, Branch Operations and Compliance Contributed to operational performance of the branch, generated business as per management requirements and achieved set targets

Prospected and identified new leads and pitched to the clients for achieving targeted business Led teams for running successful process operations & experience of developing procedures & service standards and adhering to regulatory KYC compliances & policies.

Discussed financial requirements and rendered sustained advisory services to personal and business clients Maintained customer relationships and ensured customer loyalty through excellent customer service by meeting client needs appropriate to their business

Successfully opened NRI Accounts Proficient in prioritizing and completing tasks in a timely manner with flexibility to multi-task when necessary.

Team-based working style coupled with the zeal to improve individual performance with exceptional negotiations, persuasion & servicing skills.

Work History

2019-04 -
2023-03

Cashier / Teller

DELMA EXCHANGE L.L.C

- Task and Responsibilities
- Generating sales leads and redirecting customers to direct banking channels as a primary channel
- Executing teller operations, managing cash receipts & payments ensuring transactions within TAT along with cash balancing & bundling
- Updating Corporate Clients about the rates moments as per market conditions by sending an email on daily basis such as EURO, GBP, CAD, USD etc
- (Trade Transactions)
- Tallying all Products and Services reports, Cashier Cash, foreign currency and spot audit within the day and reporting end of the day to the Management; informing the colleagues about

MS Excel

Email Applications

Languages

English

Advanced (C1)

Hindi

Bilingual or Proficient (C2)

Bengali

Bilingual or Proficient (C2)

Nepali

Upper intermediate (B2)

Urdu

Bilingual or Proficient (C2)

new Products and Services and encouraging them to achieve their daily target

- Monitoring the transactional movement of large amounts and reporting them as per schedule
- Dealing with cheque and online transfers
- Participating in marketing activities like visiting shops and camps along with activities like Lucky Draw to acquire new clients
- Resolving customer queries within the given TAT following the bank's process and maintaining confidentiality of customer's information
- Performing operation for cross-selling, account opening and customer service operations; executing strategies to ensure attainment of customer goals and profitable sell-through
- Working on customer service operations for translating customer's business requirements into actions and identifying HNI customer through customer segmentation
- Driving daily operations for the branch and ensuring that transactions are processed on time with no processing error
- Preparing business reports (Foreign Currencies) reporting to top management by email to contribute in decision-making
- Developing effective working relationships with customers through regular meetings; identifying and obtaining further sales & business development opportunities
- Coordinating closely with colleagues to identify new business prospects & cross-selling of integrated services & products, providing regular feedback about marketplace and competitor activity.

2019-11

Team Leader / cashier

Alam Group of companies Abu

- Task and Responsibilities
- Since Feb'17 -, Familiar with product demonstration and conducting accurate transaction as POS
- Organize and process merchandise exchanges
- Provide information about warranties, manufacturing specification, care and maintenance of merchandise and delivery

2016-12 -
2017-02

options

- Receive and process cash, check and charge/ credit payments
- Recognize and monitor security issues.

Office Admin/ Transport coordinator

Capital Technical Contracting LLC

- Day to day activity of transportation, Supervise workloads, schedule, task, and other related functions
- Monitoring delivery times to ensure they are on time
- Ensure compliance of safety standards in transportation functions
- Responsible for order Placement timing, Supply and Material Replenishment
- Ensuring the adequate supply of all required advertising paraphernalia
- Delivering cost saving for the company
- Ensure maintenance of vehicles in good running condition
- Implement environmental laws, procedures, and processes.

Education

2010-01 -
2012-01

MBA: marketing

Sikkim Manipal University

2005-02 -
2008-01

B.com

Gauhati University

Personal Details

DOB - 01/12/1987

Passport no- L8504405