

# SANA SAINUDEEN

TELLER

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## Summary: Customer service

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### OBJECTIVE:

To seek for an appropriate job where I could apply my knowledge, utilize my skills and develop my personality as a career person and in return I offer my service and full dedication to help the company

### WORK EXPERIENCE: 5 Years

#### Company: Al Ghurair Exchange, Deira City Centre (05/01/2021 TO till)

Role: Exchange Teller

Responsibilities:

- Process routine account transactions, Currency Exchange, Western union transfer
- Responsible for handling customer transactions at banks, including deposits, disbursing cash
- Opening accounts, and investigating transaction, Promoting bank products
- Record all transactions, Assist customers at the drive-through window

#### Company: Redha Al Ansari Exchange, Motor city (01/03/2019 TO 12/12/2020)

Role: Exchange Teller

Responsibilities:

- Assist customers at the drive-through window, Process routine account transactions
- Western union transfer, record all transactions, Opening accounts
- Responsible for handling customer transactions at banks, including deposits, disbursing cash
- investigating transaction, Promoting bank products

#### Company: Mediassist India TPA Private Limited, Bangalore (19/10/2017 TO 08/09/2018)

Role: Customer Service Executive

Responsibilities:

- Handled the calls of all corporate customer who linked with Mediassist insurance
- Know all the policy terms and conditions of all the corporate policy
- Answered all the queries related to the insurance policy
- Handled the coverage period, the limit of an insurance coverage

#### Company: GGI, Kempegowda International Airport, Bangalore (01/03/2015 TO 08/09/2016)

Role: Customer Service Agent

Responsibilities:

- Check in counter (SABRE-CDS, MANUAL), Pre and post flight work
- Pre and post flight work, Baggage reconciliation system(BRS)
- Ramp and arrival duties, Loading instruction and MHB duties
- Passenger facilitation and boarding, Special services like UMR, CIP, VIP, DEPORTEE

## CORE SKILLS

Documentation	Balance Allocation	Ledger balancing
Numeracy	Mathematics	Petty Cash Management
Cash Drawer Maintenance	Typing	Customer Service
E-learning	Attention to Detail	Cash Handling

## SOFTWARE KNOWLEDGE:

- Casmex, Demixis, Adobe Robohelp, Frame maker
- Snag It, MS Visio, MS Word

## PROFESSIONAL QUALIFICATION:

- **Bachelor Of Business Administration, From Alagappa University in 2014**
- **12<sup>th</sup> STD-Ansar English School,CBSE,Perumpilavu in 2011**
- **10<sup>th</sup> STD-Ansar English School,CBSE,Perumpilavu in 2009**

## SOFT SKILLS

- Enthusiasm to learn new things
- Good communication skills
- Adaptable to new environment

## PERSONAL DETAILS

Name : Sana sainudeen  
Father's Name : Sainudeen  
Gender : Female  
Date of Birth : 21 May 1993  
Nationality : Indian  
Languages Known : English, Malayalam and Tamil  
Passport No : L4186877  
Date of Issue : 28/08/2013  
Date of Expiry : 27/08/2023  
Present Address : Alkhayal Building  
F7 Room, 1<sup>ST</sup> Floor  
Satwa, Dubai

## DISCLAIMER:

I assert you that the information furnished above are all true to my knowledge.



**SANA SAINUDEEN**