

# ROSHAN ROBIN

CUSTOMER SERVICE OFFICER



## Contact Me

### Mobile

+971525929065

### E-mail

roshanrobin32@gmail.com

### Birth Date

14/July/1997

## Languages

- English.
- Hindi.
- Tamil.
- Malayalam.

## Skills

- Persuasive speaking.
- Empathy.
- Listening
- Adaptability.
- Clear communication skill.
- Taking Responsibility.
- Self-Control.
- Friendly & Positive attitudes.
- Math skills.
- Multi-tasking.

## Summary

Customer Service Officer with dynamic sales and relationship building experience. Convert's diverse customer base with tailored product recommendations. Offer lead generation and sales tracking experience.

## Education

2016 - 2019

### Bharathidasan University

BSc. Airline Tourism And Hospitality Managment  
Aviation and Hospitality

## Experience

Jan 2020 -  
Present

### EMIRATES INDIA INTERNATIONAL EXCHANGE

#### Customer Service Officer / HEAD CASHIER

- Attend counter customers, outward and inward remittances from over 140+ countries Globally, Issue demand draft, telex transfers, wire transfers and inter –UAE money transfer as their request.
- Money & bank transfers to various countries, process and issue third party transactions.

## Others

Valid Dubai driving license  
LMV

## Awards

- Best employ of the month.
- Target acheived for allied services promotion in Dubai area.

- WPS processing and disbursements at branch along with marketing staff. Send and Receive inward payments/outward payments cheques.
- Facilitate and promote 3rd party products sale.
- Verification of documents with regards to compliance AML policy.
- As a head Cashier, I oversees the teller staff and overall functions of remittance transactions.
- Serve as the primary point of contact for customer service associates.
- Operate registers and perform general checkout functions.

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MAR 2019 -  
DEC 2020

## TECHORBIT TRADING (CLIKON & LIFE N RICH) Merchandiser

- Greet and direct customers
- Provide accurate information (eg:product features, pricing and after – sales services.
- Answer customers questions about specific products/services.
- Ensure racks are fully stocked.
- Coordinate with the Retail sales. Representatives team to provide excellent customers service (especially during peak time).
- Inform customers about offers and discounts.
- Stay up-to-date with new products.



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