

# ABHIMANYU S S

## Customer Service Representative

✉ abhimanyuss9841@gmail.com

☎ +971528982678

📍 Dubai



### Career Objective

---

To secure a position as a Money Exchange Professional, utilizing my strong knowledge of global currencies, exceptional customer service skills, and attention to detail. I aim to contribute to the efficient operations of a reputable financial institution, providing accurate and timely currency exchange services while ensuring customer satisfaction. With a commitment to integrity and a keen understanding of financial regulations, I strive to maintain a high level of professionalism and contribute to the growth and success of the organization.

### Work Experience

---

09/2022 – 04/2023  
Trivandrum, India

**Sales Associate, Shreya Motors, Dealer of Yamaha Motors India**

- Greeting customers, understanding their needs, and providing assistance throughout the sales process. Providing product information, answering questions, and offering test drives to potential customers
- Actively prospecting and generating leads by identifying potential customers through various sources
- Cultivating long-term relationships with customers by providing excellent customer service, staying in touch, and addressing any post-sales concerns

10/2020 – 07/2021  
Trivandrum, India

**Branch Manager, Moneymuttath Nidhi Limited (NBFC)**

- Managing cash transactions at the counter
- Ensuring excellent customer service and building strong customer relationships
- Maintaining proper documentation, adhering to internal policies and procedures, and ensuring that the branch operates within the defined guidelines
- Carry out branch transactions smoothly and in a timely manner
- Maintaining accurate and up-to-date records of various transactions, documents, and information

12/2018 – 03/2020  
Kollam, India

**Customer Service Executive, ESAF Small Finance Bank**

- Greeting customers, addressing their inquiries, and providing assistance with various banking transactions, such as deposits, withdrawals, and account inquiries
- Maintain accurate and up-to-date records of customer interactions, transactions, and complaints in the banking system

- Processing cash transactions accurately, including counting and verifying cash, handling checks, and disbursing cash to customers
- Identifying opportunities to promote bank products and services to customers
- Collaborate with other departments within the bank to address customer needs effectively

## Skills

---

- Financial Literacy
- Attention to Detail
- Relationship Management
- Cashier
- Adaptability
- Cash Handling
- Customer Service
- Communication
- Ethical Conduct
- Teamwork
- MS Office Applications
- Numerical Skills

## Education

---

2021 **Bachelor of Arts in Sociology, Annamalai University**  
India

## Certificates

---

Excel Certification Program, Manorama Horizon

## Languages

---

English	<div><div></div></div>	Malayalam	<div><div></div></div>
Hindi	<div><div></div></div>		

## Personal Details

---

Date of Birth	: 10-02-1991
Nationality	: Indian
Driving License	: Indian
Visa Status	: Visit Visa, Valid till 19 July 2023
Reference	: Available upon request