



PRATAP SAHA
SHARJAH

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Executive Profile

- Working as a BRANCH SUPERVISOR
- **Chief Teller** at Al Fardan Exchange Abu Dhabi-UAE
- **2 Years** of Experience as **Teller** at Al Fardan Exchange Abu Dhabi-UAE.
- **1 Years** of Experience as a **Customer service Representative (CSR)** at Al Fardan Exchange Abu Dhabi-UAE.
- **2 Years** of Experience as customer Relation Officer in **Godrej & Boyce**. (India)
- **6 Months** of Experience as Customer Relation Officer in **Reliance Digital** (India)
- Excellent Communication skill in English, Hindi and Bengali.

Professional Experience

COMPANY NAME: AL FARDAN EXCHANGE LLC(<http://www.alfardanexchange.com>)

Designation : Branch Supervisor (2020 TO PRESENT)

Designation : Chief Teller.

Period : January 2018 To 2020

Duties & Responsibilities

- Handling various responsibilities in various fields in the branch as being a chief teller.
- Managing all cash and foreign currencies, Attend to customer's complaints, inquiry and
- Enquire whole sale rates for various foreign currencies in whole sale market and sale the best possibility rate and make effort to give as much as possible profitable deal to the organization.
- Consolidate cash and cheque received and prepare it for deposit to the bank.
- Buying and Selling the Foreign Currencies and Preparing Remittance to Around 100 Countries.

- Monitoring Currencies fluctuations rates, and makes profitable deals for the company.
- Experience in handling Currencies in bulk with accuracy and genuine of the notes.
- Complying AML policy & procedures.

COMPANY NAME: AL FARDAN EXCHANGE LLC:-

Designation : Customer Service Representative(CSR)
Period : January 2015 To January 2016

Designation :Teller
January 2016 To December 2017

Duties & Responsibilities:

- Provide excellent customer service at branch, To attend customers for all business transactions available within the company, Attending customers for making Demand Draft (DD), Telex Transfer Electronic Transfer etc.
- Foreign currency exchanges, Remittance Services to all over the World
- Instant Transfer world wide
- Advising on Savings and Investment Schemes such as National Bonds, First Gulf bank Savings.
- To make direct Credit to Bank Accounts, Demand Draft Services, Cash Against Credit Cards and Credit Card Bill Payments etc...

COMPANY NAME: GODREJ & BOYCE – INDIA

Is the authorized dealership for INTERIOR

Designation : Customer Relation Officer
Period : Year 2011 TO Year 2013

COMPANY NAME: Reliance Digital – INDIA

Is the authorized dealership for Appliance

Designation : Customer Relation Officer
Period : 6 Months

Duties & Responsibilities:

- Attending the customer.
- Take full ownership of customer's problems and ensure complete customer satisfaction of problem resolution.
- Giving information on product and price.
- Serving and advising customers.
- Prepare and send updates on product information and prices to customers.
- Visit potential customers and present brand/product samples and catalogs.

ACADEMIC QUALIFICATION

- Master of Business Administration (**MBA**) Sikkim Manipal University (Distance).2013
- Bachelor of Business Administration (**BBA**) Sikkim Manipal University (Distance).
- Schooling **ICSC (2005) & ISC (2007)**

COMPUTER SKILLS:-

- Proficient in computer Desktop application
- Ms Office(Word, Excel and power point)
- Internet and Applications.

Exchange House softwares

- Western union, Eze Remit, Instant cash, Air Arabia
- Fly Dubai, National Bond, EzeTop, Transfer To etc.

Languages Known

- English – Hindi – Bengali.Arabic.

Personal Details

Date of Birth : 27.06.1988

Nationality : Indian

Passport No : M3404915

UAE VALID DRIVING : 3001970

LICENSE

CURRENT ADDRESS -SHARJAH AL MADAM

PERMANENT ADRESS : 684,Nagendra Nath Road,Padmini Appartment,2nd
Floor
Dum Dum ,Kolkata-700028.