



RAJIV RAMACHANDRAN NAIR

Customer Service cum Cashier

PERSONAL DETAILS

Mobile No : +971 524638723
+971 524279159 (WhatsApp)
Email ID : rajivram48@gmail.com
Address : Flat36/10
Al Karama
Near Karama Center
Dubai, UAE
Marital Status : Married
Gender : Male
Nationality : Indian
D.O.B : 04.08.1987

KEY SKILLS

Customer Relationship Management

Monitoring

Register Operations

Data Analysis

Customer Service

Security

Account Management

Documentation

Customer Retention

Cash Handling

Bookkeeping

CAREER OBJECTIVE

A highly motivated and dedicated individual with years of experience in customer service and cash handling roles. Skilled in providing excellent customer service, managing cash transactions, and maintaining accurate records. Able to work efficiently in a fast-paced and dynamic environment while maintaining a positive and professional attitude. Seeking a customer service cum cashier role where I can utilize my skills and experience to provide outstanding service to customers and contribute to the success of the organization.

EDUCATIONS

2009 **B.Com**
Kerala University
2005 **Higher Secondary**
Board of Higher Secondary Examination, Kerala
2003 **SSLC**
Board of Public Examination

WORK EXPERIENCE

❖ **Customer Service cum Cashier**
SHARAF EXCHANGE LLC DUBAI

Feb 2022 – Present

KEY RESPONSIBILITIES

- Greet customers in a friendly and professional manner, making them feel welcome and comfortable.
- Processing salary payments for companies and individuals through the WPS system.
- Provide accurate information about exchange rates, fees, and other relevant information related to money exchange services.
- Receive and disburse cash transactions, including foreign currency exchange, money transfers, and bill payments.
- Process various transactions efficiently while ensuring accuracy and compliance with regulations.
- Maintain accurate records of transactions, including receipts, invoices, and other relevant documents.
- Handle customer complaints and resolve issues related to transactions, fees, and other concerns.
- Ensure that the cash register, safe, and other equipment are secured and that all transactions are conducted in a secure manner.

❖ **Field & Audit Executive**
ASTUTE GROUP

Jan 2015 – Sep 2021

KEY RESPONSIBILITIES

- Conduct field audits to monitor compliance with internal policies, procedures, and regulations.
- Gather data and information from various sources, including interviews, documents, and observations.
- Prepare audit reports and presentations for the management and stakeholders.

LANGUAGES KNOWN

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Tamil

PASSPORT DETAILS

Passport No : W2515013
Date of Issue : 22.10.22
Date of Expiry : 21.10.32
Place of Issue : Dubai

TECHNICAL PROFICIENCY

- ❖ MS Word
- ❖ MS Excel
- ❖ MS PowerPoint
- ❖ Computer hardware and networking

CERTIFICATIONS

- ❖ Computer Hardware and Networking

- Monitor the implementation of corrective actions and follow up on progress.
- Analyze data and identify areas of improvement and potential risks.
- Recommend solutions and actions to address identified issues and improve efficiency.
- Identify training needs and provide training to employees on compliance-related matters.

❖ **Station Officer**
DUBAI METRO

Nov 2012 - Jan 2015

KEY RESPONSIBILITIES

- Manage station operations, including opening and closing procedures, cleaning, maintenance, and repairs.
- Ensure safety and security of passengers, staff, and property by monitoring CCTV, conducting inspections, and enforcing rules and regulations.
- Respond to emergencies and incidents, such as accidents, medical emergencies, and security breaches.
- Provide excellent customer service by assisting passengers, answering inquiries, and resolving complaints.
- Prepare and maintain records, reports, and documentation related to station operations, safety, and security.

❖ **Accountant and Billing Assistant**
INTEGRATED MEDICAL SYSTEM, TRIVANDRUM

Oct 2011 – Oct 2012

KEY RESPONSIBILITIES

- Prepare and maintain financial records, invoices, and receipts.
- Reconcile bank statements and credit card statements.
- Prepare and submit tax returns, including sales tax and payroll tax.
- Assist with month-end and year-end closing processes, prepare financial reports, coordinate with other departments, process billing, and manage accounts receivable.

DECLARATION

I hereby declare that the above particulars of facts and information stated are true, correct, and complete to the best of my belief and knowledge.

RAJIV RAMACHANDRAN NAIR