



HARIPRASAD M P

Highly dedicated individual with 10+ years of experience in customer service, counter staff/cashier and accountant field. Able to handle a fast pace in a high volume environment, with minimum supervision while maintaining the emphasis of getting the job done. Excellent listening skills, oral and written communication, comfortable in interacting with all levels of the organization and public. Excellent problem solving skills, able to make decisions independently and quickly with minimum escalations. Seeking for a position with a great company that will allow advancement through hard work and perseverance therefore my employable potential to be fulfilled.

PERSONAL DETAILS

Mobile Number : +971 547263520
Email Address : harimp2010@gmail.com
Address : Madinat zayed Near
Madinat zayed
shopping centre
Abudhabi, UAE
Date of Birth : 27 April 1991
Marital Status : Married
Nationality : Indian
Gender : Male

ACADEMIC CREDENTIALS

BACHELOR OF COMMERCE

Nava Bharath University
June 2008 – March 2011

COMPUTER PROFICIENCY

- Microsoft Office
- Casmex System
- Tally
- Internet & Email Management

ACHIEVEMENTS

- Performer of the year Award by Akbar Travels of India Pvt. Ltd Manjery, India
2015 – 2016

KEY SKILLS

Cash Handling	Problem – solving
Customer service	Quick Learner
Basic accounting	Computer skill
Time management	Basic Math
Organizational skill	Customer complaints
Inter personal skills	Work ethic

WORK EXPERIENCE

January 2020 – Present

SENIOR COUNTER STAFF / CUSTOMER SERVICE STAFF
AL JAZIRA EXCHANGE ABU DHABI, UAE

DUTIES & RESPONSIBILITIES

- Greet customers upon entering the branch with enthusiasm.
- Processing inward and outward remittance transactions and process foreign currency exchange (e.g : USD, Euro, GBP,CHF, PHP,GCC etc)
- Ensure all activities are completed within timescale and with a high degree of accuracy.
- Manage and handle the cash/cheque transactions and ensure the delivery of service to customers.
- Maintain routine processing is done as per procedures and central bank guidelines is carried out with respect to money laundering and other regulatory requirements.
- Checking and counting cash before and after duty and make sure the balance is correct before preparing daily report.
- Filing track of records of transactions and customer details.
- Updating customer details in the systems and accurate inputs of transactions.
- Processing payments through cash, cheque, online transfer etc.
- Answering and transferring phone calls and taking notes.

LANGUAGES KNOWN

- English
- Malayalam
- Hindi

PASSPORT DETAILS

Passport No. : U0876711

Place of Issue : Abu Dhabi, Uae

Date of Issue : 27/04/2021

Date of Expiry : 27/04/2031

Visa Status : Residence Visa

DRIVING LICENSE

Holding valid Indian driving License
(Two Wheeler)

April 2015 – December 2019

**FOREX EXECUTIVE / COUNTER STAFF /
CUSTOMER SERVICE STAFF**

AKBAR TRAVELS OF INDIA PVT . LTD MANJERI, INDIA

DUTIES & RESPONSIBILITIES

- Leading and directing an institution's foreign exchange function.
- Having overall responsibility for foreign exchange strategy, policies and procedures, and ensuring compliance with government laws and regulations.
- Managing relationships with key clients.
- Dealing with customer issues and churning out an easy-to-follow solution
- handling customer concerns and complaints in a timely manner
- Maintaining cleanliness standards by keeping the counters, tableware, and utensils clean.
- Presenting customers with the bill and processing payments.

May 2011 – March 2015

**ACCOUNTANT / COUNTER STAFF/ CUSTOMER SERVICE
HINDUSTAN PETROLEUM L P G**

DUTIES & RESPONSIBILITIES

- Perform monthly sales and general ledger closings, including journal entries.
- Preparation of various balance sheet schedules and P&L statements. Preparation of various tax reports.
- Prepare and book bank deposits and transfers.
- Reconcile various general ledger accounts monthly.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

DECLARATION

I hereby declare that the above furnished information is true and correct to the best of my knowledge and belief.

HARIPRASAD M P