



Sam Raj

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❖ Profile

I am an energetic, self-motivated individual with a mature and responsible approach to any situation or task that I am presented with. I have several years of experience on the management and finance side of operations at multinational firms like **UAE Exchange Centre** (NBFC) and **Samsung Engineering Co Ltd**, besides customer service departments. I am excellent in achieving objectives, self-imposed or otherwise, in a reliable time-bound manner.

❖ Career Objectives

I look forward to a workplace setting that allows me the space to grow as a professional and encourages a person to maximize one's potential at every stage of one's career. I am confident in my ability to apply my versatile skill set and professional experience in the advancement of my career and any organization where I am given a chance to offer my services.

❖ Standout Qualities

- ✚ Pleasing personality and positive approach to various work place scenarios
- ✚ Excellent communication and interpersonal skills that allow for reassuring interactions with customers, clients, colleagues and peers
- ✚ Dependable team player
- ✚ Positive and logical approach to problem-solving.
- ✚ Stickler for professional integrity and finesse

❖ Employment History

Feb 2018—Dec 2021

Kollakadavu, Kerala, India

Customer service supervisor, Common Service Centre, (Akshaya Centre), a project of Government of Kerala

- Doubled customer engagement by providing prompt and patient service while interacting with applicants looking to access various public services.
- Showcased excellent customer service skills and commitment to customer satisfaction while introducing several new schemes.
- Implemented a help desk offering counseling and query support to members of the common public.

Skills

- Trusty team player
- Effortless multi-tasker
- Time management
- Pro-customer ethic
- Reliable, accurate cash transactions
- Extensive computer knowledge

Jan 2013 – Dec 2014

Senior Officer Grade 1 Supervisor, UAE Exchange Centre LLC

- Efficiently transacted daily branch accounts including cheque postings
- Managed and stream lined day-to-day schedules and shifts for staff members
- Ably took charge of the branch in the absence of the Branch Manager on several occasions
- Positively addressed customer complaints, taking added effort to resolve situations involving dissatisfied customers and helped improve overall feedback
- Completed all point-of-sale opening and closing procedures, including tallying the cash register
- Developed a direct style of interaction with managers and employees to achieve greater harmony in the workplace environment
- Stepped up in supportive capacities at the administrative and clerical levels to ensure smooth operations at the branch level
- Always attentive regarding new policies, directives and procedures, ensuring full compliance

Jan 2009—Dec 2012

Cash Supervisor/Anti-Money Laundering Compliance Officer at UAE Exchange Centre LLC

Dhaid, Sharjah

- Ensuring full compliance with relevant norms for remittance/exchange transactions
- Supervising/managing cash section (local currency/foreign currency buying and selling rates) and achieving improved daily profit
- Proactive management and implementation of anti-money-laundering policies and procedures with due diligence
- Work alongside internal and external auditors during reviews and audits to ensure full cooperation from accounting staff and fulfil compliance criteria
- Building relationships with customers to increase the likelihood of repeat business and high returns
- Acted as the point of contact for all bank remittance problems and queries
- Backing up front office staff with managerial and administrative acumen to ensure optimal branch operations

Jul 2006—Dec 2008

Branch Junior Officer, UAE Exchange Centre LLC

Sharjah

- Ably catered to customers seeking services like Global Instant Moneytransfers, **TT/SWIFT** transfers, billpayments, XpressMoney and Western Union, TopTimeMobileRecharge, Visa Money Transfer, National Bonds, Mashreq Millionaire, WPS salary Disbursal Payroll Processing

- Efficiently transacted large volumes of foreign currencies, traveller's cheques and similar instruments
- Trusted hand at Forex services, both corporate and retail, enhancing daily profit margins by 40 per cent
- Honed a friendly, hard working, and punctual work ethic

Oct 2001—Nov 2005
Kerala, India

Office In Charge, DataPoint Computer Centre, Kerala

- Day-to-day administration of a computer institute including necessary aspects of Marketing, Accounts Handling, Instructor and Payroll
- Leveraged expertise in Microsoft Office Suite and other pertinent software
- Held administrative positions, efficiently attending to various office tasks

Jan 1999— Apr 2000
Bharuch, Gujarat

Computer Operator, Samsung Engineering Co. Ltd

Quality Assurance/Quality Control Assistant at the company's Gujarat unit (IPCLEPRU) (C2/C3) project site

Career Achievements – UAE Exchange Centre LLC

- Celebrated as top performer and conferred the **Service Excellence** Award by management
- Earned selection to a **Supervisor Selection Program** and secured creditable scores in relevant examinations
- Recognized as a high achiever with a promotion as **Senior Officer Grade 1 Supervisor** after amassing invaluable experience as a Junior Officer

Computer Proficiency

Excellent in MS Excel and Word, Visual Basic, JAVA, Oracle SQL-PLUS, ASP, Hardware installation/ Configuration, Trouble shooting

❖ Education

Jun 1996— Aug 1997
Kollakadavu, Kerala

LBS Centre for Science & Technology, Kerala
Diploma in Computer Applications (DCA)

Aug 1992—Mar 1995
Kerala

Christian College, Chengannur (University of Kerala)
Bachelor of Science (Chemistry)

Personal Reference

References can be furnished upon request