



MUPPIDATHY

10+ years of cumulative experience in Banking Transaction Processing, General Ledger(GL) Reconciliation, WPS Processing, FC Exchange, People Management & Customer Centric Approach.

5 years of Hotel Management working experience as a Restaurant and Bar Cashier, Front office executive.

PROFILE DESCRIPTION

- Currently working in **Al Razouki Exchange** as an Officer.
- Strong knowledge of processing counter transactions with accuracy.
- Part of my profile was to examine various events occurred in a failed transaction/payment and take appropriate actions to rectify the same.
- Strong knowledge Inward & outward Remittances, Bankers Cheques, Credit card payments, WPS salary system etc.
- Extremely precise and detail-oriented work habits and equally Adaptable & dependable.
- Dealing with foreign currency.

WORK EXPERIENCE

Position :- Officer

Company Name :- **Al Razouki International Exchange, UAE**

Dec 2021 – Till date

Responsibilities/Task Description for Officer:

- Adhere to high ethical standards, comply with all regulations from CBUAE and Internal manuals/policies from head office.
- Focus on KYC & due diligence. Customers Identification establishment of ultimate Beneficiary owner (UBO) and Suspicious transaction report.
- Responsible to provide leads for specific targeted product, marketing and collection of WPS account.
- Selling and buying foreign currency, issue DDs (demand drafts) by observing the procedures such as identification of the customer applying the approved exchange rate to protect the interest of the customers and the company.
- Providing excellent service to ensure the delivery of quality service to customers.

Position :- Branch Head & ESI Welfare Officer

Company Name :- **Muthoot Finance Ltd, Tamil Nadu**

2016 – 2021

Position :- Assistant Manager Operations

Company Name :- **Muthoot Finance Ltd, Tamil Nadu**

2013 – 2016

Position :- Junior Executive

Company Name :- **Muthoot Finance Ltd, Tamil Nadu**

2011 – 2013



CONTACT

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LOCATION : U.A.E



VISA TYPE: Employment Visa

NATIONALITY: Indian

KEY SKILLS

- My average individual business is Rs. 50 Lakhs per month in this field.
- Handling region's highest outstanding branch(Outstanding 25 Crores).
- Exact followup for interest collection, OTC and Audit queries.
- Customer Service
- Cash Handling
- Call Handling
- Escalation Handling
- People Management
- Communication Skills

TRAINING ATTENDED

- Anti-Money Laundering & combating Financing of Terrorism training.
- CCD/EDD & Identification of Suspicious activity.

TECHNICAL SKILLS



- CBS, CRM, CASMEX
- Microsoft Office Suit (Word, Excel, Outlook)
- Windows 7, 8 and 10

LANGUAGES KNOWN

- English
- Tamil
- Hindi
- Malayalam

KEY SKILLS

- Able to do work and maintain Reception in a proper manner.
- Able to serve customers in a fast and friendly manner.
- Providing hospitality through greeting and welcoming guests and assisting guests in a friendly and courteous manner while performing check-in and check-out processes.
- Ensure superior service to all guests and patrons of the Hotel.

EDUCATION



- ✚ **Bachelor of Science**
2002 - 2005
Manonmaniam Sundarnar University
- ✚ **Post Graduate Diploma in Catering and Hotel Management**
2005 - 2006
Bharathidhasan University
- ✚ **Bachelor of Education**
2009-2010
Tamil Nadu Teachers Education Board

Responsibilities/Task Description for Branch Head:

- Handling 10 JRES + 1 substaff.
- Gold loan, Forex sales and purchase, Domestic and international Money Transfer, cross selling Gold coins and Insurance.
- Generate new connectors, Managing and Monitoring Sales as Branch Incharge and Handling Strong room keys.
- Sales planning with Competitive Analysis.
- Verify the release and handover the jewel to the customer.
- Generate leads for Home Loans and Personal Loans.
- Allocate the duties and responsibilities to the staff and give targets to them.
- Guide financial solution to clients needy for obtaining loan and documentation.
- Cross selling (NCD, Mutual Funds, Insurance(Vehicle Insurance,Health Insurance, Traditional Insurance , Term Insurance) and Gold Coins etc.,)

Responsibilities/Task Description for ESI Welfare Officer:

- ESI Welfare Officer for Tirunelveli, Tuticorin, Tenkasi and VirudhuNagar districts muthoot finance branches.
- Help the staffs to avail the cash benefits from ESIC.
- Adding and updating the enrollment of our staff and their dependents.
- Prepare and Verify the monthly contribution of our region employees and forward to the HO for payment.
- Guide the staffs to avail the medical benefits for them and their dependents.

Position :- Front Office Manager

Company Name :- Saaral Resorts, Tamil Nadu
2010 - 2013

Position :- Front Office Executive

Company Name :- Hampi House, C/O JSW, Bellary
2008 - 2010

Position :- Service Captain

Company Name :- Hotel JP Churchill, Bangalore
2007 - 2008

Position :- Service Junior Level

Company Name :- Hotel Woodlands, Bangalore
2006 - 2007

Responsibilities/Task Description for Service Captain/Front Office Manager:

- Responsible for check in and check out processes.
- Handled bookings, greeted customers, maintained records and documents of guests and collected payment.
- Answer telephone and in-person queries about hotel services and facilities.
- Record daily occupancy and rate totals.
- Responsible for Reception operations procedure.
- Responsible for Restaurant operations procedure.

DECLARATION:

I hereby solemnly declare that the given information of particulars is true to best of my knowledge and belief.

Yours Faithfully
(Muppidathy. T)