



RAVI KUMAR M

Customer Service and Operations Specialist

PROFILE

A results-driven Customer Service Officer with a keen focus on delivering exceptional support. Skilled in managing multiple customer requests and concerns with utmost professionalism and courtesy. Proven ability to work independently or collaboratively with managers to achieve organizational goals. Ten years of expertise in Retail Branch Operations at UAE Exchange.

CONTACT

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STRENGTHS

- Excellent Interpersonal and Communication Skills
- Creative Problem Solver
- Strong Organizational Integrity
- Fluent in English, Kannada, Malayalam, Tamil & Hindi
- Demonstrated Stress Tolerance and Patience

EXPERIENCE

UAE EXCHANGE CENTRE LLC

JANUARY 2014-PRESENT

- Addressed customer complaints, branch inquiries, transaction queries, and rate inquiries with prompt and accurate responses.
- Proficiently handled high volumes of cash, cheques, and travelers' cheques.
- Provided valuable service by sharing information on local promotions, activities, and beneficial rates to both walk-in and corporate customers for remittance.
- Facilitated various utility services such as bill payments, cash advances against credit cards, and national bond applications.
- Expertly executed remittances (Corporate/Individual), foreign currency exchanges, demand drafts, telex transfers, electronic transfers, and payment services.
- Assisted supervisors and Branch Compliance Officer during day-end activities and promotional events.
- Consistently met targets and achievements, preparing end-of-day reports and ensuring accurate cash reconciliation.

WORK HISTORY

Customer Service Officer | UAE Exchange Centre LLC | 2014 - Present

Cashier cum Sales Associate | Future Value Retail Limited | 2011 – 2013

EDUCATION

BA - BACHELOR OF ARTS | MANGALORE UNIVERSITY, KARNATAKA, INDIA | 2010

KEY SKILLS AND CHARACTERISTICS

- FCY Cashier Operations
- Outstanding Customer Service
- Proficient in Microsoft Office Suite
- Efficient Time Management
- Collaborative Team Player
- AML (Anti-Money Laundering) Compliance
- Analytical & Critical Thinking