



CURRICULUM VITAE

SIJU KUNNAPPALLY

Mobile (local): 0527305287/0561506604

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VISA STATUS- Employment

Current Employer-Al Fardan Exchange LLC(8.8 Years)

OBJECTIVE

To work in a challenging environment where my skills are productively utilized in terms of developing my knowledge in career alongside with company's growth. Willing to work as a key player and to obtain a meaningful and challenging position that enables me to motivate myself, learn and allows for future advancement in creative environment of your organization.

SKILLS

- Deliver world class customer service and build customer satisfaction and loyalty.
- Provide effective and timely resolution of a range of customer inquiries.
- Strive for one-call resolution of customer issues.
- Complete ongoing training to stay abreast of product, service and policy changes.
- Strike a positive and cooperative tone with both customers and coworkers.
- Demonstrate best judgment in the disbursement of adjustments and credits.
- Increase the customer experience by providing information on new products, rate plans, and services through up selling opportunities

JOB RESPONSIBILITY

- Can Provide customer service by efficiently catering to their queries
 - Understanding the process requirements and challenges
 - Studying and analyzing client requirements to ensure customer satisfaction
- Expanded customer base through a variety of effective sales techniques.

EXPERIENCE IN THE FOREIGN EXCHANGE INDUSTRY (UAE-DUBAI).

**AL FARDAN EXCAHNGE- JAN 13, 2015 TO TILL DATE(8.8YEARS) AS
ACTING SERVICE SUPERVISOR.**

RESPONSIBILITIES

- Working as a Acting Service Supervisor at AL Fardan Exchange.(Abu Dhabi)
- Fcy Sales and Purchases,Swift Remittances, Corporate Transactions,WPS, Pre-paid Cards Sales and Loads, Western Union,Fly Dubai , Air arabia, National Bonds, Ezremit etc as third party agent services, Branch Operations, Compliance officer responsibilities, Handling the overall Branch operations and Sales.
- Maintaining Branch Documents for Audit Purposes, Keeping good compliance for the branch and Individuals.
- Achieving the Branch Targets

EDUCATIONAL QUALIFICATION

Graduation - BA English(54.00%).

12TH – 81.66%

10TH – 90.66%

EXPERIENCE IN THE FOREIGN EXCHANGE INDUSTRY (IN INDIA)

BFC FOREX& FINANCIAL SERVICES PVT LTD- NOV 25, 2013 TO SEP 29, 2014(10 Months)

THOMAS COOK (INDIA) LIMITED- FEB 13, 2012 TO NOV 23, 2013 (22 Months)

JOB RESPONSIBILITIES

- * Handling the Retail & Wholesale customers
- * Handling the Corporate requirements by the clients like TCS, UST Global and HCL...
- * Achieving the Monthly targets through the assigned clients to me and references
- * Maintaining the margin to generate the monthly revenue targets.
- *Audit related compliance's and proper documentation
- * Branch discipline
- * Maintain long relationship with the customer

PREVIOUS EXPERIENCE

ALLSEC TECHNOLOGIES CHENNAI - 6 MONTHS (2010 JAN TO JUN)

RELIANCE BPO CHENNAI - 6 MONTHS (2011 JUNE TO 2012 JAN)

PERSONAL DETAILS

Full Name : SIJU KUNNAPPALLY
Father's Name : SUNNY.N.THOMAS
Date of Birth : 29.12.1987
Gender : Male
Marital status : Married
Nationality : Indian
Passport No. : R 8178309
Languages known : English, Malayalam, Tamil, Hindi
Computer Knowledge : MS office & Internet
Hobbies : Listening to music
Permanent Address : Kunnappally (H),
Kuzhimattom.P.O.
Kottayam
Kerala-686533, INDIA

DECLARATION

I here by declare that the above information given by me is true and correct to the best of my knowledge and belief. I also assure complete dedication and hard work towards the organization if provided an opportunity



PLACE: ABUDHABI

DATE:

SIJU KUNNAPPALLY