

# SURAJ MURALEEDHARA KURUP



@ surajvallithundil@gmail.com

📞 971588138212

📍 United Arab Emirates

## SKILLS

1. Patience
2. Attentiveness
3. Outstanding Persuasion and negotiatuon skills.
4. Ability to read customer
5. Effective communication skills
6. Effective team player and handle work under pressure
7. Analytical and problem solving Skills
8. Professional telephone etiquette

## PERSONAL DETAILS

Date of Birth : 22/12/1989

Marital Status : Married

Nationality : Indian

## OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EXPERIENCE

LM Exchange(UAE)

July. 2017 - Present

Supervisor

Job Responsibilities

1. Managing day-to-day operations of the branch but will be able to supervise the staff and operations of the branch in the absence of a Branch Manager.
2. Ensure the highest standard of Customer Service is given at all times
3. Responsible for the money and/or any other valuables entrusted to them by the company and will be liable for any shortages that may occur
4. Adhere to Front Office procedures and controls at all times.
5. Exercise due diligence in processes related to customer transactions, internal control processes, AML Compliance, and KYC for all customer transactions to ensure risk mitigation
6. Balancing the cash at the end of the day and preparing the necessary reports.
7. Ensure Customer Complaints/Feedbacks are addressed as per Company norms, and resolve Queries that have been escalated by branch staff.

8. Ensure Cash Handling is done as per Company policy, and Cash Balance at assigned 'Till' is accurately tailed/balanced and appropriately handled as company policies & procedures.

9. Manage Cash in Branch by maintaining adequate balances, efficient sourcing and proper disposal of currencies.

10. Purchase, and sell of foreign currency exchange, remittance, WPS.

Business Development Offocer

**Job Responsibilities**

- 1.Receive and respond to customer service inquiries through phone or in person , handling customer complaints, provide information on product and services.
- 2.Marketing of loans, insurance, mutual funds, opening of saving accounts & current accounts.
- 3.Issuing cheque books, travel currency card, receiving deposits & issuing funds upon request.
- 4.Identifying customer needs and catering product and services according to their needs.

**EDUCATION**

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**Caarmel Engineering College**

2014

Master of Business Administration( Finance and Marketing)

68

**Elashaddai College of Advanced Studies**

2011

Bachelor of Commerce

69

**REFERENCE**

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**Rajagopalan Appath - "Lm exchange"**

Branch Manager

0502568576

**Vijeesh V - "LM Exchange"**

Branch Manager

0501430437