



# Santhosh Tom. A

## PERSONAL PROFILE

To work in a challenging environment where I can prove myself by utilizing my skills and knowledge and resulting organizational growth as well as individual development

## PERSONAL DETAILS

Al Qusais  
Dubai, UAE

Phone: 0524226286  
santhoshtom89@gmail.com

Nationality: Indian  
DOB: 14/12/1989  
Marital Status: Married

## EDUCATION

M.B.A/ Finance  
B.com

## KEY SKILLS

MS Office Tools  
(Word, Excel, Power Point)  
Operating Systems  
Adobe Photoshop  
Windows7

## PERSONAL SKILLS

Self-motivated  
Dedicated  
Flexibility  
Team Player

## WORK EXPERIENCE

### SUPERVISOR - UAE Exchange LLC, Dubai [July 2016 to till-to-date]

#### *Duties:*

- Share overall responsibility for branch sales goal attainment with management communicate corporate sales incentive programs. Initiate sales to achieve targeted production goals
- Communicate policies and procedures to personnel ensuring consistent implementation. Establish, maintain, and review accuracy of all control records. Ensure audit controls are adhered to by personnel to consistently achieve satisfactory audit ratings
- Assist manager in supervising, organizing, training and evaluating team members in order to increase their productivity and effectiveness
- Verifying KYC and sorting vouchers on the daily daily basis.
- Monitoring and funding of Foreign & local currency as per the requirement
- Managing Internal audit and aml regulations.

### JUNIOR EXECUTIVE - Muthoot Finance Ltd. Kerala [October 2013 to March 2015]

#### *Duties:*

- Cash Management
- Handling Money Transfer (Western Union, Instant cash, Ez remittance, Xpress Money, Money gram, Royal Money, Trans fast).

## **LANGUAGES KNOWN**

English

Tamil

Malayalam

Hindi

## **HOBBIES**

Listening to Music

Cricket

Badminton

Painting

- Preparing bank reconciliation statement along with bank statement.
- Balance currency, coin, and checks in cash drawers at ends of the day.
- Handling Customer Grievance.
- Handling Gold Loan & Debentures.
- Handling For-ex.
- Customer Services

## **CUSTOMER SERVICE EXECUTIVE - Blue-Dart Express Ltd. Chennai [July 2010 – June 2013]**

### ***Duties:***

- Handling Logistics Operations.
- Tracking customer shipments.
- Pickup Registration.
- Responding to customer mails.
- Coordinating Warehouse Operations
- Compliant Handling.

### ***Achievements:***

- Received an award of excellence for achieving 100% in IMRB audit.
- Received certificate of excellence for scoring 100% in net promoters approach for pickup registration.

## **DECLARATION**

I hereby declare that the above-mentioned information is correct to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Santhosh Tom. A