



# Marvin Crasta

## Customer Service Officer

Looking for the challenging and rewarding position of Services with a reputed service providing company & join an organization where I can utilize my skills for the profitability to the organization. A multi-tasking, analytical Business Professional with 5 years of professional hands on approach in Sales & Business Development with honed Business management, logical and problem-solving abilities

✉ crastamarvin@gmail.com

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📍 Al Nadha 2, Dubai, United Arab Emirates

## WORK EXPERIENCE

### Customer Service Officer UAE Exchange Center LLC

08/2016 - 08/2023

Dubai

Remittances, Foreign Exchange, Allied products and Bill Payments

Achievements/Tasks

- Doing day to day remittances activities. (Telex transfer, Demand draft, Instant cash transfer).
- Perform accurate sales transaction according to the cash control policies.
- Knowledge of identifying the fake currencies while dealing the foreign currencies and execute the forex transactions as per CBUAE standards.
- Focus on KYC and due diligence in daily Remittances and forex transactions, KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions and activities.
- Excellent marketing abilities and expert in converting customers into allied products and cross selling in order to make maximum revenue for the Branch.

Contact : Surendra Shrestha, Branch Manager -  
Surendra.shrestha@ae.uaeexchange.com

### Business Development Executive Axis Bank

11/2013 - 08/2014

Mangalore, India

Banking And Financial Services

Achievements/Tasks

- Planning marketing and advertising strategies to attract new accounts
- Fetch revenue options base through a variety of effective sales techniques
- Trained juniors about various banking process
- planned and conducted client meetings to review existing account

## EDUCATION

### Bachelor of Business Management Mangalore University

06/2008 - 02/2012

Mangalore, India

## SKILLS

Remittances and foreign currency

Financial Management

Allied products and Cross Selling

KYC and AML

Customer Relationship Management

Market Research and analysis

Customer Service

Regulatory Compliance

Risk Management

Data Analysis and Interpretation

Problem Solving

Communication

## CERTIFICATES

AML-Anti Bribery & anti corruption global financial crime, Fraud Prevention global operation risk management essentials.

## HONOR AWARDS

Star Performer (02/2014 - 02/2014)

Axis Bank

Employee of the month (16 times)

Uae Exchange Centre LLC

Mission Accelerate Certificate, country topper 2018

Uae Exchange

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Konkani

Native or Bilingual Proficiency

Kannada

Native or Bilingual Proficiency

Tulu

Full Professional Proficiency

## INTERESTS

Chess

Sports

Reading books

Travel