



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 7 years of professional hands on approach in Sales & Business Development with honed Business management, logical and problem-solving abilities

Contact

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Address

Mangalore India

Education

Bachelor of Business Management

Mangalore University

2008-2012

SKILLS

- Remittance and Foreign currency
- Financial Management
- Allied products and Cross Selling
- Market Research and analysis
- Data Analysis and interpretation
- Problem Solving
- Communication
- Risk Management
- KYC and AML
- Customer Relationship Management

Language

English

Hindi

Kannada

Konkani

Tulu

Experience

Aug 2016 - Aug 2023

UAE Exchange Centre LLC | Dubai

Customer Service Officer

- Mastered in cash dealing activities as foreign currency and Remittance teller.
- Handling wholesale Foreign Currency buying and selling.
- To manage local and foreign currencies, while retaining optimum stocks required for the branch as Foreign Currency Cashier.
- Cross checking the online rates and coordinate with Trade and Corporate team to quote the marginable rate.
- Accountable for counting, verifying and documenting all currencies both in and out of cash vault.
- Competency to accept remittance to all countries like Telex transfer, Swift Transactions, Expresses cheque, Xpress money, Western Union, Ticket & Utility payments.
- Attending the front line customers fulfilling their needs and offering them the right solutions.
- Cross sell products and services including new launches and explain to customers about the product features, advantages and benefits.
- 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.

Nov 2013-Aug 2014

Axis Bank | Mangalore India

Business Development Executive

- 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

INTERESTS

Chess Sports Travel Movies

Declaration

I hereby declare that all the above mentioned information is correct and true to the best of my knowledge. If I were placed in your esteemed organization I will discharge my duties with sincerity and full satisfaction of the person concerned.