



Robin Jacob

TELLER

robinjacob2011@hotmail.com

971-527631768

Dubai, United Arab Emirates

A highly skilled and innovative specialist with progressive experience in Banking Industry customer focused with diverse industry experience. Enjoy learning new programs and processes. I am motivated individual and willing to accept challenges and always demonstrate can do attitude.

WORK EXPERIENCE

Promoter

Western union Digital

02/2023 - 07/2023

Dubai, Uae

Western Union international money transfer services.

Achievements/Tasks

- Promote the sales of digital remittance services.
- To support the growth in users and transactions for digital channels
- Encourage customers to use digital platform.
- To support the growth in users and transactions for digital channels

Contact : Adnan - 971-561441134

TELLER

DELMA EXCHANGE UAE

11/2016 - 02/2023

Dubai, UAE

International trading companies in the Gulf region with comprehensive foreign exchange management and international payment services.

Achievements/Tasks

- Processing the customer transactions, including deposits, withdrawals, and transfers, with a high level of accuracy."
- Processing Swift transaction and Wps
- Collect all supporting documents for the transactions conducted and arrange for keeping them in files as per the uniform filing system and AML policies of the company. Arrange for transfer of such documents to the warehouse
- Balanced cash drawer daily, maintaining 100% accuracy
- Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank)
- Resolve customer complaints independently, wherever possible
- Verify customer information and ensure attachment of required supporting documents as per AML policies.
- Promote and cross sell new products and services introduced by the company among customers
- Raise STR reports for suspicious transactions, escalating to the Team Leader as soon as a concern has been identified .
- Attend all telephone calls and give transfer rate / information as required by the callers

Contact : Mr ,Rajesh Rangray (Head of department) - 971-505960697

SKILLS

Broad experience across banking platforms, treasury workstations and payments

Anti money laundering

Anti financial crime transaction monitoring

swift payments

Bank system knowledge

Ability to work well under pressure and tight time frames

Numerical

Strong Negotiations skills

Pro-active, flexible

Team work

Ability to multitask and prioritize

Deep knowledge in FC market

EDUCATION

Master Of Business Administration

Guruvayurappan Institute Of Management

05/2012 - 05/2014

Bachelors of Computer Applications

Maharaja Arts and Science College

05/2009 - 05/2012

LANGUAGES

ENGLISH

Full Professional Proficiency

HINDI

Professional Working Proficiency

MALAYALAM

Native or Bilingual Proficiency

PERSONAL PROFILE

Date of Birth : 13-02-1991

Nationality : Indian

Visa status: visiting visa, Expiry on 10-12-2023

Declaration:

I hereby declare that the details furnished above are true to the best of my Knowledge and belief. Robin Jacob