



MUPPIDATHY THIRUMALAI KUMARASAMY

10+ years of cumulative experience in Banking and Financial sectors, Authorizations, Remittance, Call and Cash Management, General Ledger(GL) and Bank Reconciliation, WPS Processing, FC Exchange, People Management & Customer Centric Approach.



CONTACT

PHONE:

+971 507605491

WHATSAPP:

+91 9865827774



EMAIL:

tsenthilvictory@gmail.com



LOCATION : U.A.E



VISA TYPE: Employment Visa

NATIONALITY: Indian

KEY SKILLS

- Customer Service
- Cash Handling
- Accounts Payable
- Accounts Receivable
- Multilingual Skills
- Team Management and leadership skills
- Compliance Skills
- Call Handling
- Business Development
- Multi-Tasking
- KYC/ AML analysis
- Financial acumen

TRAINING ATTENDED

- Anti-Money Laundering & combating Financing of Terrorism training.
- CCD/EDD & Identification of Suspicious activity.

PROFILE DESCRIPTION

- Currently working in **Al Razouki Exchange** as a Remittance Officer / Senior Teller / Branch Money Laundering Reporting Officer (BMLRO).
- Strong knowledge of processing counter transactions with accuracy.
- Part of my profile was to examine various events occurred in a failed transaction/payment and take appropriate actions to rectify the same.
- Strong knowledge Inward & outward Remittances, Bankers Cheques, Credit card payments, WPS salary system etc.
- Extremely precise and detail-oriented work habits and equally Adaptable & dependable.
- Dealing with foreign currency.

WORK EXPERIENCE

Position :- Remittance Officer / Senior Teller & BMLRO

Company Name :- Al Razouki International Exchange, UAE

Dec 2021 – Till date

Responsibilities/Task Description for Officer:

- Adhere to high ethical standards, comply with all regulations from CBUAE and Internal manuals/policies from head office.
- Focus on KYC & due diligence. Customers Identification establishment of ultimate Beneficiary owner (UBO) and Suspicious transaction report.
- Responsible to provide leads for specific targeted product, marketing and collection of WPS account.
- Selling and buying foreign currency by observing the procedures such as identification of the customer applying the approved exchange rate to protect the interest of the customers and the company.
- Providing excellent service to ensure the delivery of quality service to customers.

Position :- Branch Head & ESI Welfare Officer

Company Name :- Muthoot Finance Ltd, Tamil Nadu

2016 – 2021

Position :- Assistant Manager Operations

Company Name :- Muthoot Finance Ltd, Tamil Nadu

2013 – 2016

Position :- Junior Executive

Company Name :- Muthoot Finance Ltd, Tamil Nadu

2011 – 2013

TECHNICAL SKILLS



- CBS, CRM, CASMEX
- Microsoft Office Suit (Word, Excel, Outlook)
- Windows 7, 8 and 10

LANGUAGES KNOWN

- English
- Tamil
- Hindi
- Malayalam
- Kannada

KEY SKILLS

- Able to do work and maintain Reception in a proper manner.
- Able to serve customers in a fast and friendly manner.
- Providing hospitality through greeting and welcoming guests and assisting guests in a friendly and courteous manner while performing check-in and check-out processes.
- Ensure superior service to all guests and patrons of the Hotel.

EDUCATION



- ✚ **Bachelor of Science**
2002 - 2005
Manonmaniam Sundarnar University
- ✚ **Post Graduate Diploma in Catering and Hotel Management**
2005 - 2006
Bharathidhasan University
- ✚ **Bachelor of Education**
2009-2010
Tamil Nadu Teachers Education Board

Responsibilities/Task Description for Branch Head:

- Handling 10 JRES + 1 substaff.
- Gold loan, Forex sales and purchase, Domestic and international Money Transfer, cross selling Gold coins and Insurance.
- Generate new connectors, Managing and Monitoring Sales as Branch Incharge and Handling Strong room keys.
- Sales planning with Competitive Analysis.
- Verify the release and handover the jewel to the customer.
- Generate leads for Home Loans and Personal Loans.
- Allocate the duties and responsibilities to the staff and give targets to them.
- Guide financial solution to clients needy for obtaining loan and documentation.
- Cross selling (NCD, Mutual Funds, Insurance(Vehicle Insurance,Health Insurance, Traditional Insurance , Term Insurance) and Gold Coins etc.,)

Responsibilities/Task Description for ESI Welfare Officer:

- ESI Welfare Officer for Tirunelveli, Tuticorin, Tenkasi and VirudhuNagar districts muthoot finance branches.
- Help the staffs to avail the cash benefits from ESIC.
- Adding and updating the enrollment of our staff and their dependents.
- Prepare and Verify the monthly contribution of our region employees and forward to the HO for payment.
- Guide the staffs to avail the medical benefits for them and their dependents.

Position :- Front Office Manager

Company Name :- Saaral Resorts, Tamil Nadu
2010 - 2011

Position :- Front Office Executive

Company Name :- Hampi House, C/O JSW, Bellary
2008 - 2010

Position :- Service Captain

Company Name :- Hotel JP Churchill, Bangalore
2007 - 2008

Position :- Service Junior Level

Company Name :- Hotel Woodlands, Bangalore
2006 - 2007

Responsibilities/Task Description for Service Captain/Front Office Manager:

- Responsible for check in and check out processes.
- Handled bookings, greeted customers, maintained records and documents of guests and collected payment.
- Answer telephone and in-person queries about hotel services and facilities.
- Record daily occupancy and rate totals.
- Responsible for Reception operations procedure.
- Responsible for Restaurant operations procedure.

DECLARATION:

I hereby solemnly declare that the given information of particulars is true to best of my knowledge and belief.

Yours Faithfully
(Muppidathy. T)