



SAFIYOON KELOTH

Email: safiyoon_k@yahoo.com

Mob: +971 528405429

Rolla Street, Sharjah, UAE

OBJECTIVE

To work for an organization that gives scope to update my knowledge and skills in accordance with the latest trends that dynamically work towards growth of the organization and gain satisfaction thereof.

PROFILE

Sufficient experience in Financial and Customer Service industry. A goal oriented professional in different clerical works and managerial level. Works well under pressure, resolves issues, achieves goals and objectives, and can perform multi-tasks.

EXPERIENCE

BRANCH INCHARGE, EMIRATES INDIA INT'L EXCHANGE, SHARJAH, UAE MARCH 2018 – PRESENT

- Managing branches revenue, including cash handling, deposit reconciliation, and delivery of deposits to bank.
- To report to the Line Manager regarding the daily branches report.
- Timely and effectively handle queries/concerns of the customers over the phone/counter.
- Fixing the rates for forex & remittance for various countries.
- Managing and motivating staff to meet targets.
- Maintain daily & monthly attendance and prepare overtime reports.
- Manage the productivity standards at the branch.
- Constantly monitor procedures and develop improved methods.
- Ensure all security aspects of the branch are intact and proper maintenance of all registers.
- Manage the entire operations of the branch in compliance with policies and procedures.

SALES EXECUTIVE, EMIRATES INDIA INT'L EXCHANGE, SHARJAH, UAE FEBRUARY 2015 – MARCH 2018

- Liaise with marketing team to create different campaigns and promotions for the Branch.
- Facilitate New Customer Acquisitions, WPS and promote 3rd Party Products sale.
- Pursue client relationship management via personal visits, telephone calls and Email.
- Identify the different potential business segments for allocating and framing strategies in consultation and increase branch remittances.
- Responsibilities went out daily to bring in new accounts and businesses as well as work on existing accounts.
- Responsible for new business development, customer retention and expansion, the Introduction of new products, and consultative and strategic sales activities.

PERSONAL PROFILE

Date of Birth: 24th Oct 1989

Nationality: Indian

Marital Status: Married

Visa Status: employment visa

Holder of valid UAE Driving license.

CUSTOMER SERVICE EXECUTIVE, EMIRATES INDIA INT'L EXCHANGE, SHARJAH, UAE FEBRUARY 2013 – MARCH 2015

- Offered excellent customer service, managed multi-currency transactions, processed outward telegraphic/ electronic transfers, wire transfers and various instant online/ internet-based transfers.

CUSTOMER SERVICE EXECUTIVE, REDHA AL ANSARI EXCHANGE, DUBAI, UAE FEBRUARY 2010 – FEBRUARY 2013

- Accepted cash from customers and generated receipts
- Responsible for all financial duties such as buying and selling of all major currencies.
- Wholesale currency dealing with major Exchange House in UAE
- Monitor and control the FX margin for all the currencies across the branch.
- Cross check the daily closing balance of cash and investigate if there are any discrepancies.
- Promoted Instant Money Transfer Services and other third-party products through customer education and cross-sell references, generated cash summary report and submitted to Branch Manager

EDUCATION

BCOM (CONTINUING)

PLUS, TWO (XII)

BOARD OF PUBLIC EXAMINATION, KERALA IN 2007

MARCH 2007

CERTIFICATIONS

- DIPLOMA IN MANUAL & COMPUTERIZED ACCOUNTING
- DIPLOMA IN COMPUTER APPLICATIONS

TRAININGS/WORKSHOP

- Anti – Money Laundering seminar in India and UAE
- Xpress money Training and Promotional program participation
- Seminar on Excellent Customer Service and marketing
- Consumer Protection Regulations