



SANOJ VALLIKKAT

CAREER SUMMARY

With 11 years' total of experience in the field of customer service, counter staff/cashier and accountant. A well-organize and able to handle tasks simultaneously. I work effectively in a team or independent environment with sense of urgency. I have excellent communication skills, I am flexible, assertive, innovative, self-motivated and dedicated in any job I was assigned. I am currently looking for a better opportunity in a well-established organization to enhance my knowledge and skills, with career growth. I'm a quick learner and I will make sure that I will be at my best if given a chance to work with your company.

PROFESSIONAL EXPERIENCE

AL JAZIRA EXCHANGE, ABU DHABI - UAE
SENIOR TELLER / CUSTOMER SERVICE EXECUTIVE
JUNE 2019- AUGUST 2023

KEY RESPONSIBILITIES

- Greet customers upon entering the branch with enthusiasm.
- Provide information and guidance to customers regarding products and services.
- Processing inward/outward remittance transactions and process foreign currency exchange (e.g., USD, Euro, GBP, CHF, PHP, GCC currency, etc.)
- Carry out smooth and error-free transactions within the branch.
- Ensure all activities are completed within timescales and with a high degree of accuracy.
- Manage and handle the cash/cheque transactions and ensure the delivery of service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Extends superior customer service by attending to customer queries, complaints, amendments and cancellation as per procedures.
- Maintain routine processing is done as per procedures and Central Bank guidelines is carried out with respect to money laundering and other regulatory requirements.
- Maintain confidentiality and sensibility of information in accordance with the policies and procedures.
- Checking and counting cash before and after duty and make sure the balance is correct before preparing daily report.
- Responsible in preparing monthly report and deposits to the bank.
- Filing track of records of transactions and customer details.
- Updating customer details in the system and accurate inputs of transaction.
- Assisting in marketing by promoting products and services.
- Processing payments through cash, cheque, online transfer, etc.
- Prepare payment and receipt voucher.

Contact

+ 971 529511910

sanojmsone@gmail.com

Dubai-UAE

Education

- B. Com | 2011
(Travel and Tourism)
M G University
Kerala, India
- Accounting Software Package
Tally ERP 9

Personal Info

Nationality : Indian
Date of Birth : 06/09/1990
Marital Status : Married

Languages

English ■■■■■
Malayalam ■■■■■
Hindi ■■■■■
Tamil ■■■■■

Passport Details

Passport Number : U9873424
Date of Expiry : 27/04/2031
Visa Status : Visit Visa

SKILLS

- Leadership
- Communication and collaboration
- Analytical and problem solving
- Resilience and Adaptability
- Teamwork

REFERENCES

- Available on request

FOREX EXECUTIVE

Feb 2013 – May 2019

Akbar Forex Mumbai Airport, India

- Conducted foreign money exchange transactions, ensuring compliance with currency exchange policies and maintaining accuracy.
- Managed daily cash transactions and maintained meticulous records to ensure financial integrity.
- Facilitated travel cheque and international money transfer processes, ensuring timely and secure transactions.
- Prepared diverse remittance applications, including Western Union, Instant Cash, and miscellaneous products.
- Provided exceptional customer service by promptly addressing complaints, queries, and requests, ensuring customer satisfaction and loyalty.

ACCOUNTANT CUM CASHIER

Apr2012 – Feb2013

Akbar Travels of India Pvt ltd, Mumbai, India

- Managed foreign currency exchange transactions
- ensuring compliance with regulations and maintaining accuracy.
- Proficiently handled cash, cheques, and billing
- Provides excellent customer service.
- Oversaw overall accounting and financial matters
- Maintains accurate records
- Manages relationships with customers and suppliers

Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.

SANOJ VALLIKKAT