

SACHIL VELLIYANCHERY

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UAE



career Objective:

To seek a management track position in a progressive organization that would effectively utilize my previous experience and personal abilities in achieving Corporate and Personal goals.

Work Experiences

Team leader and customer service at New Star Associates Calicut, India from May 2023 to Oct 2023

Core Duties and Responsibilities

- ◆ Provide customer service to customers in a professional manner and ensure that they receive the best possible service
- ◆ Ensure that all calls are answered within an appropriate time frame and that any problems or issues with your account are resolved as quickly as possible
- ◆ Follow up on outstanding issues and resolve them promptly
- ◆ Maintain a high level of knowledge about company products and services
- ◆ Provide feedback and suggestions regarding improvements to company processes and systems
- ◆ Attend meetings and other events as required
- ◆ Resolve complaints from customers and provide solutions to their queries
- ◆ Adhere to company policies and procedures
- ◆ Hire, train and motivate staff appropriately
- ◆ Align self with the business strategy and objectives
- ◆ Manage performance effectively.

Foreign Exchange Senior Cashier/Exchanger and Customer Services with Redha Al Ansari Exchange LLC - Marina Mall Br., Dubai, UAE from March 2014 to March 2023

Core Duties and Responsibilities

- ◆ Exchanging foreign currencies from individual and exchange companies.
- ◆ Dealing with DD, TT remittance, Western Union Money Transfer and Instant Cash.
- ◆ Accepts cash, cheque and bank card for payments and record transactions promptly.
- ◆ Transferring and accepting cash from other tellers for daily business operation.
- ◆ Prepare cash including foreign currencies for deposit or shipment to head office.
- ◆ Responsible for the security of cash safe, drafts, cheque and keys .
- ◆ Coordinate and work closely with other tellers and supervise, motivate and monitor them.
- ◆ Maintain appropriate cash limits and perform petty cash management
- ◆ Prepare Counterfeit Currency Report, if any.
- ◆ Handling customer inquiries and follow up on all complaints and queries.
- ◆ Reporting various reconciliation, productivity and transaction statistics in the cash operations ambit.
- ◆ Promote and advise customers about company products and services.
- ◆ Responsible in achieving the transaction and sale target set by the management.
- ◆ Ensure compliance to the CBUAE and RAE AML/CFT policy by conducting regular compliance checks.

Assistant Forex In Charge with UAE Exchange Ltd., Calicut Br., Kerala, India from March 2010 to February 2014.

Core Duties and Responsibilities

- ◆ Handled selling/buying of all major Foreign Currencies, Hajj Drafts and Travel Money Card.
- ◆ Managed instant money transfers as a receiving agent (Xpress money, Money Gram and Instant Cash).
- ◆ Coordinate with Banks and franchisees for purchasing and selling currencies.
- ◆ Marketed company products in corporate sectors in and around the branch location.
- ◆ Assist branch operations and Conduct franchisee inspection.

- ◆ Liaison with other FFMC's and Banks.
- ◆ Preparation of monthly reports and reporting to Head office.
- ◆ Handled customer complaints.
- ◆ Follow fraud prevention and security procedures and strictly abide by the RBI regulations against Money Laundering and Terrorism Financing.

Accounts Executive with Kalpaka Motors Ltd., Calicut Br, Kerala, India from October 2008 to February 2010.

Core Duties and Responsibilities

- ◆ Prepared profit and loss accounts
- ◆ Petty cash management
- ◆ Prepared excess and shortage report
- ◆ Monitored day-to-day fund activities

Core strengths

- Knowledge about AML/CFT and KYC policies and regulations
- Excellent communication and typing skills
- Ability to work under pressure
- Exceptional customer service
- Knowledge about different foreign currencies
- Target-driven, self-motivated, and fast learner
- Ability to get well in a team and work in a dynamic environment

Trainings Attended

- ❖ In-house training programs on Effective Customer Services and Anti Money Laundering with Redha Al Ansari Exchange LLC.
- ❖ In-house workshop on Customer Behaviour and Product Selling with UAE Exchange.

Educational Qualification

Course	University	Year
Bachelor's Degree in Commerce(B.com)	University of Calicut, India	2005-2008

Computer Awareness

- * Diploma in Computer Application
- * Knowledge of Internet and Email Applications.

Personal Details	
Nationality	Indian
Date of Birth	29 th M a y 1988
Gender	Male
Marital Status	Married
Languages Known	English, Hindi, Malayalam, Tamil and Arabic(basic)
Visa Status	Visiting Visa

References
Available upon request.

Declaration
I hereby declare that the above stated details are true to the best of my knowledge and belief. Sachil Velliyanchery