



AJAY KANAUJIYA

Service Officer

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📍 Dubai, Dubai

SUMMARY

Overall 4+ years' of experience in Financial Services industry – Cash Handling, Remittance, Foreign Exchange, and Customer Relationship Management. Sound understanding of international and local regulatory laws, AML/ CTF Policies. Comprehensive understanding of Banking and Financial industry. Good knowledge of Finance and Banking policies. A team oriented player in delivering results and meeting business needs in fast paced and dynamic environment. Strongly seasoned and hardworking Entry-Level Graphic Designer with extraordinary creative thinking and project design abilities. Adept multitasker with the ability to bring simultaneous graphic design projects to completion with complete efficiency and accuracy. Able to work well independently or as a member of a professional graphic design team.

EXPERIENCE

Service Officer

04/2022 - Present

Al Fardan Exchange

- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Meet goals and sales target.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Process InterBranch transfers within the UAE both send and receive.
- Process National Bond transactions for new and existing NBC clients.
- Process EWPS payouts transactions, credit card and utility bill payments.
- Process Western Union transactions.
- Doing marketing activities and cross selling allied products like Travelez Plus card, Travelez Premium card and National Bond.

Head Teller

05/2018 - Present

UAE Exchange Centre LLC UAE

- Proficient in exchanging more than 25 different currencies.
- Maintained balancing record with 100 % rate of accuracy.
- Process international and domestic transactions in an accurate and quick manner.
- Provide exemplary customer service, helping to ensure customers leaving the branch with a lasting positive impression.
- Recorded amount received and prepared report of transactions. Processed exchange and foreign currencies.
- Build rapport with customer asking meaningful questions to better understand their financial needs.
- Maintain friendly and professional customer interaction.
- Manage and handle the cash and Cheque transactions at the teller counter

Customer Support Executive

01/2016 - 12/2017

RHDL international BPO India

- RHDL is a debt settlement company. It helps its customers to settle their unsecured debts.
- As a customer support executive I had to listen customer's problems and what kind of unsecured loans they were having and give them a better solution that how they are going to be debt free.
- I used to explain the program to them that how our negotiation team is going to negotiate on behalf of them to their creditors in order to get their loans settled.
- As a representative I had to make a proper discipline for them according to their monthly affordability.

Product Designer

04/2014 - 10/2014

HemSupra Privte Limited (Delhi)

- I was working with HemSupra Private Limited as Product Designer. I used to design products on photoshop.

EDUCATION

BACHELOR OF ARTS

2015

CSJM UNIVERSITY KANPUR INDIA - BACHELOR'S DEGREE

ARTS

2012

B.B.S INTER COLLEGE UNNAO INDIA - INTERMEDIATE

ARTS

2010

B.B.S INTER COLLEGE UNNAO INDIA - HIGH SCHOOL

CERTIFICATES

Business Analytics with Excel

12/2021 - Present

Design Thinking for Beginners

12/2021 - Present

Introduction to Cyber Security

12/2021 - Present

Fundamentals of Digital Marketing

06/2021 - Present

SKILLS

Adobe Photoshop	Advanced	Ms PowerPoint	Advanced
Adobe InDesign	Advanced	Digital Marketing	Advanced
Adobe Illustrator	Advanced	English Typing 40 WPM	Expert
Adobe Premiere Pro	Advanced	Cash Management	Expert
Adobe After Effects	Advanced	Customer Relationship Management	Expert
Ms Word	Advanced	Office Administration	Expert
Ms Excel	Intermediate		

LANGUAGES

English	Fluent	Punjabi	Intermediate
Hindi	Native		