



PRABIN SHRESTHA
Shabiya, Abu Dhabi, UAE
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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Personal Details

- Date of Birth : 18/12/1997
- Marital Status : Single
- Nationality : Nepali
- Visa status : Employment
- Passport Number : 10699451

Experience

- **LULU International Exchange, UAE** 2021 - Till date
Frontline associate
 - Remittance of funds worldwide.
 - Knowledge of anti-money laundering process.
 - Handling local and foreign currencies by purchasing and selling as per customer need.
 - Handling different corporate transactions.
 - Knowledge of rules and regulations pertaining to International Money Transfer.
 - Maintain a professional appearance and a neat work environment consistent with the handbook.
 - Ensuring that customers receive prompt, efficient and courteous attention during all transactions and services.
 - Handle customer complaints and provide appropriate resolution
 - Performing marketing activities when required
- **Pasons Hypermarket, UAE** 2020 - 2021
Data entry and sales
 - Gathering and inspecting invoices, statements, reports, personal details, documents and information from employee and clients.
 - Correcting errors and organizing the information in a manner that will optimize swift and accurate capturing.
 - Comply with data integrity and security policies
 - Scan documents and print files, when needed
 - Handling additional duties from time to time.
- **Samjhauta saving and credit cooperative Ltd.** 2017 - 2020
Customer service representative
 - Answering customers inquiries
 - Informing clients about the services, rules and policies
 - Helping clients with the paper works
 - Answering phone calls

Education

- **Golden Gate International , Nepal** 2018
Bachleors in Humanities and Social science
- **Merryland college , Nepal** 2015
High school in management

Skills

- • Ms excel, power point and word
- • Communication and interpersonal skills
- • Ability to multi task
- • Attention to detail

Languages

- • English
- • Hindi
- • Nepali

Trainings

- **LULU International Exchange (I-grow LMS)**
AML & CFT Fraud Awareness
Customer Service Excellence
Information Security Awareness Risk Management
Effective Cash Handling Global Currency

Reference

- **Renjith Ramachandran - LULU International Exchange**
Manager
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