

# ROBY VELIYATH

Cashier & Customer Service



## CONTACT



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AL AIN UAE

## KEY SKILLS

Excellent Communication Skills

Customer Service

Time Management

Organizational Skills

Money Handling

## COMPUTER PROFICIENCY

MS Office Tool

SMARTEX SYMEX

SMARTEX CASMEX

## ACHIEVEMENTS

- Two times top performer of the company in Arab link Money Transfer P.S.C -subsidiary of Abu Dhabi Islamic Bank
- Four times top branch performer of the company in UAE Exchange

## CAREER OBJECTIVE

Self-driven, knowledgeable, and highly customer-oriented cashier professional with 9+ years of active experience. **Energetic, hardworking cashier** valued for fast, friendly service and accuracy in handling customer transactions. Address customers' needs while quickly moving them through the check-out process. Passionate about serving others and eager to take on new responsibilities and leadership roles. Great communication skills and a significant ability to work in team environments. Strong interpersonal and organizational skills with a keen ability to multi-task a variety of challenges and responsibilities. Looking for a challenging position with superior customer service and achieve goals.

## WORK EXPERIENCE

**REDHA AL ANSARI EXCHANGE , AL AIN , UAE**

SENIOR FOREX CASHIER

| August 2019 – Aug 2023

**ARAB LINK MONEY TRANSFER PSC**

(Subsidiary of ADIB Bank)

SENIOR FOREX CASHIER & CUSTOMER SERVICE

EXECUTIVE

| Nov 2015 – Jun 2018

**ORIENT EXCHANGE, DUBAI**

CASHIER & CUSTOMER SERVICE

EXECUTIVE

| Dec 2012 – Nov 2015

**UAE EXCHANGE, INDIA**

JUNIOR OFFICER /OPERATIONS

| Jan 2010 – Dec 2012

## DUTIES & RESPONSIBILITIES

### Customer Satisfaction / Service Standards

- Meet and Greet customers at Counter / Lobby area, and thank them for their business
- Provide service to Retail and Commercial customers as per established ARIE standards
- Communicate regulations and norms regarding transactions in a professional manner
- Provide advice and guidance about ARIE Products & Services to customers as and when necessary
- Achieve minimum 'Wait' time and 'Serve' time and aim for reducing the TAT on a continuous basis
- Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such activities

## PERSONAL INFO

Date of Birth	:	22/02/1983
Gender	:	Male
Nationality	:	Indian
Marital Status	:	Married
Passport No	:	R 5549169
Date of expiry	:	15/01/2028

## LANGUAGES KNOWN

English	<div><div></div></div>
Hindi	<div><div></div></div>
Malayalam	<div><div></div></div>

### Financial / Sales

- Ensure optimal profit margins are maintained for transactions
- Solicit referrals and initiate cross-selling opportunities to existing customers
- Actively convert walk-in customers to IntroCard holders. Explore opportunities to increase customer base,
- transaction number, Revenue per transaction & customer and overall operational revenue performance to meet the overall objectives

### Operations / Controls

- Handle Foreign Currency, Remittances, and other customer transactions as required by the Corporate or WPS customer or the Retail customer and as assigned by the Branch Management / department manager, with zero defects
- Ensure assigned work activities are carried out as per Company policies and procedures
- Ensure Cash Handling is done as per Company policy, and Cash Balance at assigned 'Till' is accurately tailed and appropriately handled as instructed by the Branch Management
- Report any anomalies such as under/Overs to concerned superior immediately
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives
- Identify improvement areas & propose constructive changes to achieve operational excellence
- Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement

## EDUCATION

- **BA ENGLISH**  
APRIL 2004

### DECLARATION

I hereby declare that all the information given in this resume is true accurate and fair of my abilities.

Place : Al Ain UAE

**ROBY VELIYATH**