

ROSHAN ROBIN

CUSTOMER SERVICE OFFICER/HAED CASHIER



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DUBAI -UNITED ARAB EMIRATES

INDIAN

Customer Service Officer with client interface experience. Supporting customer effectively by identifying needs, quickly gaining trust and resolving problems to maximize efficiency, demonstrated success communicating across all department levels. Successfully managed multiple priorities. Effectively working independently or with a team to complete projects on schedule. Seeking for a position in a reputed organization to establish a long-term career in a company where I may utilize my Teller and marketing skills and inspiration to those around me.

EXPERIENCE:

EMIRATES INDIA INTERNATIONAL EXCHANGE

Teller / Cashier / Assistant Branch In-charge



JAN, 2020 – PRESENT

- Working as Assistant Branch In-charge (ABI).
- To provide Excellent customer service and create a strong relationship between branch customers & organization.
- Introduce new marketing strategies and organising business promotion activities
- WPS marketing and maintain relationship with the corporate Clients & organization.
- Providing support for clients by learning about and satisfying their needs.
- To perform a role of marketing & sales executive during off-peak business hours.
- Process and transacts all bank telex transfer, perform and handles all kinds of express cash remittance international and local, (Western Union, Transfast, IME, Instant Cash, Himal Remit, Prabhu Money Transfer).
- To provide currency exchange remittance delivery information and prepare end of day report & weekly sales report and cash reconciliation.
- To maintain record & documents prepares reports and performs work processing assignments and related clerical duties.
- Developing sales strategies and setting quotas and organising marketing events and programmes.

TECHORBIT TRADING (CLIKON & LIFE N RICH)

Merchandiser



MAR, 2019 – DEC, 2020

- Greeting customer and offered assistance with selecting merchandise, findings accessories and completing purchases.
- Provided services with smile offering courteous helpful advice to best meet customer needs.
- Accepted and processed cash, cheque, card and mobile payments using POS systems.
- Uses product knowledge, sales abilities and customer's relations skills to drive substantial profit increases.
- Stay up to date with new products.

EDUCATION:

BSc. Airline Tourism and Hospitality Management. (Aviation & Hospitality)

CORE COMPETENCIES:

- ❖ Financial Analysis
- ❖ Making Remittance
- ❖ Foreign Currency Dealing
- ❖ Making WPS Files
- ❖ Corporate Transactions
- ❖ Customer complaints
- ❖ Cash handling & Collection
- ❖ Document controlling
- ❖ Process Payments & Receipts
- ❖ Marketing.

SKILLS:

- ❖ Well-equipped with quality leadership and motivational skills.
- ❖ Eager to learn and willing to undergo training to enhance my ability.
- ❖ Patient and willing to take on extra responsibilities to get work done.
- ❖ Knowledgeable in computers and proficient in MS Office applications (MS Word, MS Excel, PowerPoint) Internet.
- ❖ Can perform multi tasks and willing to work long hours to ensure.

LANGUAGES KNOWN:

❖ English ❖ Hindi ❖ Tamil ❖ Malayalam

DRIVING LICENSE:

Holding Valid UAE driving license (LMV)

I hereby declare that all the details furnished above are true and correct to the best of my knowledge and belief.

ROSHAN ROBIN