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ABUDHABI, UAE 94666

## EDUCATION

Diploma: MS OFFICE - FULL TIME

**G TECH COMPUTER EDUCATION**, TRIVANDRUM,  
July 2023 - December 2023

Diploma: ELECTRONICS & COMMUNICATION - FULL TIME

**ANNA UNIVERSITY**, INDIA,  
March 2010 - March 2013

High School Diploma: SCIENCE - FULLTIME

**EVANS HIGHER SECONDARY SCHOOL**, INDIA,  
INDIA, March 2008 - March 2010

High School Diploma - FULL TIME

**PPMHS KARAKONAM**, TRIVANDRUM, INDIA, March 2006

## LANGUAGES

English

Upper intermediate

Malayalam

Native

# SREEVIDYA V V

## PROFESSIONAL SUMMARY

Talent customer relation officer with 16 months of UAE experience.

Every month Target achiever more than 1200 transaction per day.

## WORK HISTORY

June 2021 - September 2022

**FEDERAL EXCHANGE - Customer Relations Executive**, ABUDHABI, UAE

- Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures.
- Carried out store-closing balancing procedures, reporting discrepancies to management for swift resolution
- Maintained good levels of physical fitness to lift and handle cash deliveries appropriately and safely
- Accurately and efficiently prepared incoming orders through online services, ready for collection
- Opened and closed currency exchange facilities, maintaining strict adherence to security procedures
- Monitored involving foreign exchange rates
- Calculated interest and associated fees for all transactions
- Organized financial documentation and statements with detailed and accurate information about transactions
- Issued payments to fulfill contract requirements and complete transactions
- Completed accurate transactions following internal standards, industry best practices, and applicable regulations
- Recordkeeping
- Managed invoices, refunds, and returns
- B2 Supported preparation for annual audit process
- Consistently needs through continually seeking further business and service opportunities
- Follow-up with customers to collect specific financial information

## SKILLS

- Customer service
- Payment processing
- Exchange rate expertise
- Cash handling
- Comprehensive currency
- Currency conversion
- Relationship building
- Quick calculations
- Change order processing
- Cash reporting

- Knowledge
- Cash balancing
- Customer engagement
- Compliance adherence.

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## ADDITIONAL INFORMATION

- VISA STATUS On Residence Visa expiry on 02/2032(golden visa holder)