



RAMAMOORTHY THIRUPATHI

CONTACT DETAILS

PHONE :- **+971-501493783**
LOCATION :- UNITED ARAB EMIRATES
MAIL ID :- STRAM1989@GMAIL.COM

EDUCATION

BSC (COMPUTER SCIENCE) - **PRIST UNIVERSITY** 2009 BY 75% MARKS
BED (COMPUTER SCIENCE) - **TNTE UNIVERSITY** 2010 BY 70% MARKS
MSC (COMPUTER SCIENCE) - **ALAGAPPA UNIVERSITY** 2012 BY 50% MARKS

WORK EXPERIENCE

EMPLOYER : AL BADER EXCHANGE(ABUDHABI-UAE)

Position : BRANCH INCHARGE

SEPTEMBER 2022– TO PRESENT.

- Enthusiastic and Professional Teller
- Highly experienced Customer Service Professional / Cold Calling with a substantial background in attending to customers' needs, demands and complaints while maintaining a professional and well-mannered strategy via face-to-face interactions, phone-contact and emails.
- Attending customer queries and complaints and solve the issues quickly.
- Give Presentation and demonstration to the customers.
- Develop customized solution for special customers.
- Good in communication so as to keep strong relationship with customers.
- Able to handle work simultaneously at a time.
- Preparing the financial statements and reports of operations expenditure reports, statistical data, and other information concerning financial requirements.
- Comply with Central Bank of UAE standard guidelines.
- Processes Inward/Outward Home Remittances and Corporate Telex Transfers.
- Attracting potential customers by answering product and service queries and suggesting information about other products and services.
- Accountable for opening customer accounts information and maintained customer records by updating their information.
- Assisting the customers for any refund/reprocessing due to rejected transactions
- Monitor ATM machine and deposit the cash in machine if cash is required.

Payroll (WPS)

- Looking over the Payroll (WPS) and GPSSA documents submitted by customers.
- Preparing the SIF/EIF Files.

- Processes Payroll (Wages Protection System), Pension (General Pension and Social Security Authority, Credit Cards, Tax Payment transactions through Central Bank Fund Transfer System.
- Coordinating with Other Departments regarding on Correspondent Funding through Central Bank Fund Transfer System.
- Monitoring the credit limit/terms of WPS Sub Agent Customers and providing them with the Account Statement
- Providing Salary/Confirmation Report to WPS/GPSSA Customers.
- Respond to customer queries and quotation request.
- Coordinating with the branches and rectify any mistakes in the GPSSA/WPS/Credit Card/VAT transactions.

AL DHAIRA EXCHANGE PSC- Senior Cashier/Teller(Dubai-UAE)
(January 2015 to July 2020)

- Processing cash,Credit to bank,Door to Door and M-Paisa transactions over the counter through instant Money products like Transfast,U remit,Instant cash,Express money and Western union.
- Buying & Selling of foreign currencies from/to customers.
- Issue signed money receipt to customers for the cash/cheque collected.
- Collecting cash/cheque from WPS clients for processing their employees salaries through wages protection system.
- Disbursement of employees salaries processed through wages protection system.
- Collecting credit card payments from customers against their outstanding amount.
- Processing cash against credit card for local and international banks through network international service.
- Preparing reports on daily basis.
- Provide customers the best way to send.
- Taking cover rates depending on the forex rare movements.
- Monitoring & controlling currency positions.
- Attending to customer queries and settlement.
- Correspondence with banks and branches regarding complaints and other services.
- Preparing daily activity reports for the management.
- Support new staff and impart product knowledge.
- Ensuring adherence to compliance policy of the company & AML laws of the UAE Central Bank.
- Co-ordinate with customer directly seeking additional information requiring to check the suspected transactions.
- Handling vault operations.
- WPS processing of various clients using central bank EWPS system.
- Registering new complaints and employees in our casmex system.

INDIA:-

MUTHOOT FINANCE LTD-Junior Executive (October 2010 to May 2014)

- Cash handling & maintain cash book and bank books
- Receiving the world money transactions like WESTERN UNION,XPRESS MONEY,EZREMIT,MONEYGRAM,INSTANT CASH etc.
- Exchange the foreign currencies converted to indian money.
- Preparation Cash flow and fund flow.
- Assist to preparation of Audit Report.
- Handling the petty cash for day to day activities Like pantry expenses, Fuel expenses, Vehicle maintenance, stationeries and other misc expenses.
- Preparing outstanding statement every month and keep on follow up payments as per contract terms and condition.
- Reconcile every month for our corporate bank IDBI bank &state bank.
- Keeping the bank statements and cheques leafs.
- Appraising the gold and store the customer data to system.
- Preparing all kind of payment, receipt & Journal vouchers.

Basic Computer (software)

- CASMEX,
- SYMEX,
- EMSYNE

PERSONAL DETAILS

GENDER	:	MALE
Date of birth	:	20 JUNE 1989
Place of Birth	:	INDIA
Nationality	:	INDIAN
Religion	:	HINDU
Passport	:	V2063683
Expiry Date	:	12/08/2031

LANGUAGES KNOWN:

ENGLISH	:	Good speaking and Writing
TAMIL	:	Excellent speaking and Writing
MALAYALAM	:	Good speaking
HINDI	:	Average Speaking

I hereby declare that the facts given in this resume are correct to the best of my knowledge and belief.

Ramamoorthy Thiruppathi.