



NITHIN CC

CONTACT

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📍 308 Sheikh Majid building
Business bey

Marital status - Single

EDUCATION

July 2012 - May 2015

CALICUT UNIVERSITY

- Bachelor of arts sociology

COMPUTER SKILLS

- Microsoft Office
- Microsoft Excel
- PowerPoint
- Spreadsheets
- Word processing software

SKILLS

- Customer support
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Sales and Marketing

LANGUAGES

- English (Fluent)
- Malayalam (Fluent)
- Tamil (Fluent)
- Hindi (Fluent)
- Arabic (Basic)

PROFILE

Dynamic professional with six years of hands-on experience in foreign exchange money handling, providing exceptional customer support, and managing accounts. Proven track record of delivering high-quality service, ensuring accuracy in financial transactions, and cultivating strong client relationships.

WORK EXPERIENCE

National finance exchange -Bahrain

2017 - 2023

Foreign Exchange Teller

- Processed foreign currency exchange transactions for customers in accordance with company policies and procedures.
- Provided excellent customer service by addressing inquiries, resolving issues, and offering product recommendations tailored to individual needs.
- Maintained accurate records of currency exchanges, ensuring compliance with regulatory requirements and internal auditing standards.
- Handled large sums of cash and maintained a balanced cash drawer while minimizing discrepancies and errors.

Just cafe restaurant, Cochin - Kerala

2015 - 2017

customer support representative

- Provided excellent customer service and support in a fast-paced environment, ensuring customer satisfaction and retention.
- Handled a high volume of inbound customer inquiries via phone, email, and live chat, addressing issues promptly and efficiently.
- Resolved customer complaints and escalated issues to the appropriate departments when necessary, achieving timely resolutions.
- Demonstrated strong communication skills and empathy in dealing with customers from diverse backgrounds, fostering positive interactions and building rapport.
- Collaborated with cross-functional teams, including sales, product development, and technical support, to address customer needs and improve overall service delivery.
- Proactively identified opportunities for process improvement and contributed ideas to enhance the customer experience.

V.V. Technologies, Coimbatore

2011 - 2012

Marketing and Sale executive

- Developed and executed comprehensive marketing strategies to drive brand awareness, generate leads, and increase sales revenue.
- Conducted market research and competitor analysis to identify trends, opportunities, and customer preferences, informing marketing campaigns and product development initiatives.

Hobbies:

- **Singing:** Enjoy singing and performing at local events, including community gatherings and talent shows.
- **Guitar:** Proficient in playing acoustic and electric guitar, with a passion for composing and playing a variety of musical genres