

## SAJITH RAJAN

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### OBJECTIVE

Seeking a position to utilize my skills and abilities to the fullest in the environment that offers professional growth which being resourceful, innovative and flexible, analyze my experience and sharpen my skill.

### PROFESSIONAL EXPERIENCE

**Organization:** SREE AKSHAYA FINANCIERS ( REGD.)  
**Designation:** Customer Service Executive  
**Duration:** December 2022 – January 2024

- ❖ Ensure the customer information updated in the local database are correct and forward the same to concern team for loan approval
- ❖ Inform clients of overdue accounts and forward the same to the field executive for follow up and payment collection before due date
- ❖ Preparing daily/weekly report for the outstanding due amount along with the detailed information to Finance manager.
- ❖ Handling & settling of (Cash/Cheque) to the Account department on day to day basis.

**Organization:** EMIRATES INDIA INTERNATIONAL EXCHANGE- UAE  
**Designation:** Customer Service Officer – Corporate, WPS & Retail  
**Duration:** July 2018 – September 2022

- ❖ Performance remittance transactions, foreign currency exchange, collection of payments and inward remittance payments.
- ❖ Practice compliance guidelines like KYC and CDD for the transactions.
- ❖ Follow the proper AML Policies as per instructions time to time
- ❖ Report to BM/Br. Supervisor about any discrepancy in cash (Excess, short, fake notes, etc.,) Compliance, Customer Complaints, Etc.,
- ❖ Adherence to a complaint free and fast, but error free delivery of services.
- ❖ Achieving the monthly targets (Remittance, foreign currency buying and selling, WPS, Corporate payments and others)
- ❖ Explain every customer about the products and service that are offered by the organization.
- ❖ Handle various kinds of foreign currencies
- ❖ Generate daily, weekly and monthly reports to the line manager
- ❖ Handle complaints with ease with customers of different nationalities

- ❖ Ensure to comply with the DSES criteria and perform in a way to get 'Excellent' rating to the deputed branch

**Organization:** IMARQUE SOLUTIONS PVT LTD  
**Designation:** Customer Support Exe@ Air India Express Contact Center  
**Duration:** December 2015 – September 2017

- ❖ Handling telephonic queries from the local/international customers.
- ❖ Accepting fresh booking and providing value added services Airfare tariff, date modification, cancellation, flight delays, PNR status, visa on arrival, excess baggage tariff etc.
- ❖ Identifying customer needs, clarify information, research every issue and providing solutions.
- ❖ Keep records of all conversations in our call center database in a comprehensible way.
- ❖ Assist customers with any technical issues experienced with Airline website and escalate any issues to management appropriately.

**Organization:** MUTHOOT FINCORP LTD  
**Designation:** Customer Service Executive  
**Duration:** November 2013 – October 2015

- ❖ Ensure the customer information updated in the local database are correct and forward the same to concern team for loan approval
- ❖ Inform clients of overdue accounts and forward the same to the field executive for follow up and payment collection before due date
- ❖ Preparing daily/weekly report for the outstanding due amount along with the detailed information to Area Finance manager.
- ❖ Handling & settling of (Cash/Cheque) to the Account department on day to day basis.
- ❖ Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips

**Organization:** HDB FINANCIAL SERVICES LTD  
**Designation:** Senior Tele-calling Officer  
**Duration:** July 2012 – August 2013

- ❖ Locate customers using credit bureau information, background checks, loan documents (Vehicle) and other related documents.
- ❖ Inform clients of overdue accounts and forward the same to the concern field executive for follow up and payment collection before due date
- ❖ Preparing weekly/monthly report for the outstanding due amount along with the detailed information to Finance Team.
- ❖ Provide accurate, professional and prompt service to the customers

**Organization:** NINESTARS INFORMATION TECHNOLOGIES LTD  
**Designation:** Junior Associate – Documentation Coordinator  
**Duration:** May 2008 – April 2010

- ❖ Transferring data from paper formats into computer files or database systems
- ❖ Ensure the customer information updated in the local database are correct
- ❖ Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output
- ❖ Research and obtain further information for incomplete documents
- ❖ Maintains data entry requirements by following data program techniques and procedures.

### KEY QUALIFICATION

- ❖ Good team player and demonstrated leadership qualities.
- ❖ Self-motivated and hard worker with a high level of integrity to meet deadlines.
- ❖ Enthusiastic and committed to all types of work initiatives.
- ❖ Ability to adapt to fast changing work environment
- ❖ Strong desire to take extra responsibilities

### ACADEMIC QUALIFICATION

- ❖ Bachelor of Science in Mathematics (B.Sc. Mathematics) from Pachaiyappa's College of Arts & Science, Chennai, India.
- ❖ Diploma in Computer Application (D.C.A)

### PERSONAL - PROFILE

- |                  |   |                                       |
|------------------|---|---------------------------------------|
| ❖ Nationality    | : | Indian                                |
| ❖ Date of Birth  | : | 18/05/1986                            |
| ❖ Visa Status    | : | Visit Visa ( Valid until 26/03/2024 ) |
| ❖ Passport No    | : | P5857561                              |
| ❖ Place of issue | : | Cochin                                |
| ❖ Date of Issue  | : | 11/01/2017                            |
| ❖ Date of Expiry | : | 10/01/2027                            |
| ❖ Languages      | : | English, Malayalam, Tamil & Hindi     |

### DECLARATION

I sincerely believe in team spirit, hard work and loyalty. I hope the particulars in the attached resume are in line of your requirements and please rest assured: the details given above are accurate and so obviously credible.

Yours sincerely,

**Sajith Rajan**

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