

KAPA NAGA PRASANNA KUMAR REDDY

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Dubai, United Arab Emirates



To find a job that suite my qualification and give opportunity to gain skills and Interpersonal Interfacing in a challenging yet rewarding environment.

SKILLS

- Proactive, solution focused and service oriented.
- Good communication ability especially listening 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.
- Efficiently handle Microsoft Office Quires
- Can perform multi tasks and willing to work long hours to ensure on-time schedule of work.
- Flexibility adapting to a wide variety of workplace requirement.
- Committed to Customer Service.

CARRIER LEVEL GRAPH:

- 1) EMIRATES INDIA INTERNATIONAL EXCHANGE,
- 2) CELLRITES TECHNO SERVICES,
- 3) GOGULA CONSTRUCTION PVT LTD.

- **Held Position – Bank Teller cum Supervisor/ Marketing Assistance**
Emirates India International Exchange (April 2021 to Present)

TASK AND RESPONSIBILITIES:

- Provide excellent customer service to all clients.
- To attend customers for all Business transactions at the counter.
- Attending customers for making Remittance, currency exchange, demand drafts.
To answer customer complaints, branch detail enquiries, transaction enquiries, Rate Enquires and conversion details.
- Work with corporate business team and involve in relationship building to corporate clients.
- Strengthened AML and compliance of branch transactions and reports as per CBUAE.
- verify all business transactions to assure due diligence such as CDD, EDD.
- Oversee branch activity as well as meeting clients and prospective clients outside of the branch to expand existing relationships and new relationships.
- Assisting Auditors at the time of branch auditing.
- Responsible for attaining established branch goal & Increasing revenue growth on a YTY.
- Prepare branch opening and closing report & cash reconciliation reports.
- Create Payroll of our corporate clients to process smart pay as per WPS.
- To perform a role of assistant Branch In-charge in absence of Branch Manager.

- To provide information of new or additional services .
- To provide currency exchange & remittance delivery information.
- Prepares daily & weekly sales report.
- To perform a role of marketing & sales executive during off-peak business hours.
- To give information on local promotions & activities and other info that provides valuable service to our customers
- Ensuring information pertaining to the branch or the company is kept confidential as per the Policy.

- **Held Position – Customer Service and Data entry operator**

Cellrites Techno Services (December 2019 to March 2021)

TASK AND RESPONSIBILITIES:

- Medical and insurance client's data in Cellrites
- Grievance handling
- Create monthly reports for records, closed terminated records and completed chart audits.
- Process confidential medical information.
- Develop and create a more effective filing system to accelerate paper work processing.
- Successfully established effective systems for record retention by creating database for daily correspondence tracking

- **Held Position – Civil site engineer**

Gogula Construction Pvt Ltd (October 2018 to October 2019)

Project : Construction of AUROBINDO unit-18 in Isnapur & silicon life sciences in vizag.

TASK AND RESPONSIBILITIES:

- Site Insepection for civil construction work and ensure that the work is as per The project specifications and issued for construction drawings, final approved Drawings from authorities.
- Proper management of materials and workmanship.
- Ensure that all the works meets the stipulated quality standards.
- Coordinate with subcontractors for smooth flow of work.

ACCOMPLISHMENTS:

- Awarded as Best service champion in the year 2022(EMIRATES EXCHANGE).
- Tie up corporate companies, foreign currency remittances & WPS.
- Was awarded best cross selling performance for Allied product such as Ding, Paykii in 2021 & 2022.
- Excellent in retail marketing and converting remittances.

EDUCATIONAL BACKGROUND:

- Bachelor of Technology (civil Engineering): R.V .R & J.C College of Engineering Guntur, Acharya University -2014-2018
- Intermediate passed from Sri Chaitanya Junior college, Parnamitta - 2012- 2014
- SSC Passed from Sankhya visionary School, Ongole-2011

PERSONAL & PASSPORT INFORMATION:

- Nationality : Indian
- Date of birth : 07-06-1997
- Father name : Srinivasulu Reddy
- Languages Known : English, Hindi, Telugu
- Passport No : S9508353
- Date of expiry : 27-12-2028
- Visa status : Employment Visa
- Marital status : unmarried
- Driving License : Valid UAE License

DECLARATION

I hereby declare that all the above information is true and up to best of my knowledge.

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