



# PRABHAS ADHIKARI

## CUSTOMER SERVICE OFFICER/HAED CASHIER

CONTACT ME:



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DISCOVER GARDENS DUBAI –UAE

**D**edicated Customer Service Officer with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results.



12/2022- PRESENT

### EMIRATES INDIA INTERNATIONAL EXCHANGE

Customer Service Officer / HEAD CASHIER – DUBAI

- Responsible on processing remittances for customers such as Express Products and Bank Products
- Accepting cash for Remittances, Foreign currency exchange and Credit Card Payments.
- Handled cross selling and up-selling of Foreign Currency.
- Handled marketing of finance products such as Express Products, Bank Products, Western Union and WPS Payroll and Prepares daily Bank deposit.
- Balancing of cash at the end of the day and preparing the necessary reports. In case of cash Shortage/Excess.
- Ensure genuineness of currency notes being exchanged
- Strict compliance with CB-UAE AML/KYC standard guidelines
- Answers all queries and FAQ with clients.
- Deal with Customer complaints and take necessary action.

07/2019-08/2022

### PINNACLE BRANDS PVT LTD

ACCOUNTANT- NEPAL

- Analyses monthly reporting to reconcile production operation and general ledger
- Accurately document all cash credit, fixed assets, accrued expenses and line of credit transactions.
- Reconciled accounts from income and expense data to net worth and assets
- Updated journal entries and accounts accrual basis with tally ERP software.

12/2017-07/2019

### PINNACLE BRANDS PVT LTD

SALES ASSISTANT- NEPAL

- Greeted customer and offered assistance with selecting merchandise, findings accessories and completing purchases.
- Provided services with smile offering courteous helpful advice to best meet customer needs.
- Accepted and processed cash, cheque, card and mobile payments using POS systems.
- Uses product knowledge, sales abilities and customer's relations skills to drive substantial profit increases.

I hereby declare that all the details furnished above are true and correct to the best of my knowledge and belief.

PRABHAS ADHIKARI



## EDUCATION

**BACHELORS OF BUSINESS STUDIES (BBS)** - 03/2017

**AMITY EDUCATION**

FOUNDATION, TRIBHUVAN  
UNIVERSITY- (ACCOUNTS BUSINESS  
MANAGEMENT BANKING& FINANCE  
STATISTICS) - 03/2017

## CORE COMPETENCIES

Financial Analysis

Making Remittance

Making WPS Files

Corporate Transactions

Customer complaints

Document controlling

Cash handling & Collection

Marketing

## LANGUAGES KNOWN

❖ ENGLISH

❖ HINDI

❖ NEPALI