



CONTACT



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Dubai, Al Barsha



PERSONAL SKILLS

- ✓ Persuasive Speaking Skills
- ✓ Multi-channel communication
- ✓ Customer service operation
- ✓ Knowledge of bank standard and processes
- ✓ Administrative assistance
- ✓ Cash drawer maintenance
- ✓ Advanced sales and customer Service skills.

CERTIFICATIONS

- ✓ Anti-money laundering training, Al Ansari Financial Service

LANGUAGES

- ✓ English
- ✓ Hindi
- ✓ Malayalam
- ✓ Arabic (to read and writing)

JAFAR K P

Bachelor of Commerce (2017-2020)



OBJECTIVE

A customer service-oriented operations executive with 4+years of experience in banking and E-Commerce sector and focus on corporate policy, process efficiency. Committed to Promoting the highest standards and company values.



WORK EXPERIENCE

AL ANSARI FINANCIAL SERVICE, DUBAI

→ **DESIGNATION** : REMITTANCE OPERATION & CUSTOMER SERVICE

→ **DURATION** : SEP 2022 - PRESENT

- ✓ Providing information regarding transactions, Take solutions against the issues, Identify the errors, Address and resolve day to day operational queries from the branches.
- ✓ Addressing and resolving call center, customer queries and branch queries to update the status of the transactions
- ✓ Contribute towards system enhancements, processes improvement on regular basis
- ✓ Manage telephone tele phone inquiries and complaints from branches and customers, offering knowledgeable advice, support and timely resolutions
- ✓ Efficiently coordinate, authorize and release bank remittances and partners transaction files in strict adherence to cut-off times and schedule.

LULU GROUP INTERNATIONAL , DUBAI

→ **DESIGNATION** : ONLINE SALES COORDINATOR & CSE EXECUTIVE

→ **DURATION** : JAN 2021 – JULY 2022

- ✓ Follow up calls with customer to verify all transaction information.
- ✓ Receive dispatch orders respectively.
- ✓ Coordinate schedule in the most effective manner.
- ✓ Provide the report to the upper management.
- ✓ Collaborating with other departments to ensure sales marketing queries, and deliveries all handled efficiently.
- ✓ Ensuring adherence to laws, regulations and policies.
- ✓ Inputting orders, ensuring they are process acquiring to customer requirements and ensuring all orders are accurate and delivered on time.

LULU GROUP INTERNATIONAL,DUBAI

→ **DESIGNATION** : FRONTLINE CUSTOMER SERVICE EXECUTIVE

→ **DURATION** : SEP 2019 – JAN 2021

- ✓ Provide accurate, valid and complete information by using right methods.
- ✓ Handle customer complains, provide appropriate solutions and alternative within the time limits.
- ✓ Listen to customer concern customer questions and provides information about the company's products and services.