



JALALUDDEEN

FRONTLINE ASSOCIATES CUM ACCOUNTANT

SKILLS

Customer Service	<div></div>	Customer Relationship	<div></div>
Foreign Exchange Market	<div></div>	Financial Literacy	<div></div>
Customer Inquiries	<div></div>	Inventory Management	<div></div>
Negotiation Skills	<div></div>	Collaboration	<div></div>
Administrative Skills	<div></div>	Data Analytical	<div></div>
Analytical Skills	<div></div>	Team Leading	<div></div>
Cash Handling	<div></div>	Communication Skills	<div></div>

EXPERIENCE

❖ Frontline Associates | March 2020 – Present Lulu International Exchange, UAE

- Welcome customers and answer queries.
- Attends to customer inquiries on foreign exchange rate, remittance, bill payments promotions and other banking services.
- Sending and receiving remittances round the globe.
- Sale and purchase of FCN (foreign currencies) on current standard rates.
- WPS processing and disbursement through cheque and cash as well as corporate transactions.
- Applying and issuing ATM cards.
- Resolving customer's transactions complaints, status via phone email or live.
- Proper cash handling, even with monthly petty cash, foreign currencies and vouchers too.
- Verifying documents in compliance with AML and CFT policies under CB UAE LAW.
- Segregating and filing documents with day end report at EOD.

❖ Accountant | 2018 – 2019 Prasad & Co, Kerala, India

- Invoicing and cash management for office
- Processing accounts payable and accounts receivable
- Maintaining a record of General ledger entries, billing, and receipts
- Payroll, fixed assets, tax management.
- Documenting financial transactions by entering account information
- Maintaining Receipts in Files according to dates
- Securing financial information by completing database backups
- Financial Record keeping
- Financial reporting
- Client or stakeholder communication

PERSONAL DETAILS

DOB : 18.04.1992
Nationality : Indian
Gender : Male
Marital Status : Married
Passport No : V5141652
UAE Driving license : 2668175

ABOUT ME

Highly organized and dedicated professional with over 4 years of experience in Sales, forex and Customer Service field. Have a proven track record in generating leads, providing customer service and understanding customer needs. Strong customer service skills with a keen ability to work towards total customer satisfaction. Have strong expertise in performing currency and securities trades, and providing beneficial financial advice to clients. Organized Accountant with 2 years of involvement in managing accurate accounting information, payroll, bookkeeping, and bank reconciliations, monthly reports. Presently seeking to work with a reputed organization that allows me utilize my skills and knowledge to the maximum and to contribute to the growth of organization and grow with it.

LANGUAGES KNOWN

- English
- Arabic
- Hindi
- Malayalam
- Tamil

SOFTWARE PROFICIENCY

- Tally ERP-9
- Quick books
- MS Word
- MS Excel
- MS PowerPoint

INTERESTS

- Travelling
- Driving
- Music



EDUCATION



Bachelor of Business Administration

Dr. C V Raman University, India



Higher Secondary

Board of Higher Secondary Examination, Kerala



Secondary School

Board of Public Examination, Kerala



CERTIFICATIONS



Tally ERP9



MS Office



QuickBooks



DECLARATION

I hereby declare that all the details mentioned above are in accordance with the truth and fact as per my knowledge and I hold the responsibility for the correctness of the above-mentioned particulars.

JALALUDDEEN