



stram1989@gmail.com



+971-501493783

EDUCATION

BSC (COMPUTER SCIENCE)
PRIST UNIVERSITY,
April 2009
Marks: 75%

BED (COMPUTER SCIENCE)
TNTE UNIVERSITY,
April 2010
Marks: 70%

MSC (COMPUTER SCIENCE)
ALAGAPPA UNIVERSITY,
April 2012
Marks: 50%

PERSONAL DETAILS

Date of Birth: 20 June 1989
Nationality: Indian
Gender: Male
Religion: HINDU

LANGUAGES

English

Fluent

Tamil

Native

Malayalam

Advanced

Hindi

RAMAMOORTHY THIRUPPATHI

PROFESSIONAL SUMMARY

Talented Exchange Branch Incharge skilled with helping people and handling money. Works quickly to calculate totals and process transactions. Careful about checking details and maintaining register accuracy. Enthusiastic retail professional with 9 years of hands-on experience in customer service, payment processing, and sales. Strong communicator and team player, willing and capable of learning new processes to support overall organisational success.

WORK HISTORY

September 2022

AL BADER EXCHANGE - BRANCH INCHARGE, ABUDHABI, UAE

- Enthusiastic and Professional Teller
- Highly experienced Customer Service Professional / Cold Calling with a substantial background in attending to customers' needs, demands and complaints while maintaining a professional and well-mannered strategy via face-to-face interactions, phone-contact and emails
- Attending customer queries and complaints and solve the issues quickly
- Give Presentation and demonstration to the customers
- Develop customized solution for special customers
- Good in communication so as to keep strong relationship with customers
- Able to handle work simultaneously at a time
- Preparing the financial statements and reports of operations expenditure reports, statistical data, and other information concerning financial requirements
- Comply with Central Bank of UAE standard guidelines
- Processes Inward/Outward Home Remittances and Corporate Telex Transfers
- Attracting potential customers by answering product and service queries and suggesting information about other products and services
- Accountable for opening customer accounts information and maintained customer records by updating their information
- Assisting the customers for any refund/reprocessing due to rejected transactions
- Monitor ATM machine and deposit the cash in machine if cash is required
- Payroll (WPS)
- Looking over the Payroll (WPS) and GPSSA documents submitted by customers
- Preparing the SIF/EIF Files
- Processes Payroll (Wages Protection System), Pension (General Pension and Social Security Authority, Credit Cards, Tax Payment transactions through Central Bank Fund Transfer System

- Coordinating with Other Departments regarding on Correspondent Funding through Central Bank Fund Transfer System
- Monitoring the credit limit/terms of WPS Sub Agent Customers and providing them with the Account Statement
- Providing Salary/Confirmation Report to WPS/GPSSA Customers
- Respond to customer queries and quotation request
- Coordinating with the branches and rectify any mistakes in the GPSSA/WPS/Credit Card/VAT transactions.

January 2015 - July 2020

AL DHAFRA EXCHANGE PSC - Senior Cashier/Teller, Dubai, UAE

- Processing cash, Credit to bank, Door to Door and M-Paisa transactions over the counter through instant Money products like Transfast, U remit, Instant cash, Express money and Western union
- Buying & Selling of foreign currencies from/to customers
- Issue signed money receipt to customers for the cash/cheque collected
- Collecting cash/cheque from WPS clients for processing their employees salaries through wages protection system
- Disbursement of employees salaries processed through wages protection system
- Collecting credit card payments from customers against their outstanding amount
- Processing cash against credit card for local and international banks through network international service
- Preparing reports on daily basis
- Provide customers the best way to send
- Taking cover rates depending on the forex rare movements
- Monitoring & controlling currency positions
- Attending to customer queries and settlement
- Correspondence with banks and branches regarding complaints and other services
- Preparing daily activity reports for the management
- Support new staff and impart product knowledge
- Ensuring adherence to compliance policy of the company & AML laws of the UAE Central Bank
- Co-ordinate with customer directly seeking additional information requiring to check the suspected transactions
- Handling vault operations
- WPS processing of various clients using central bank EWPS system
- Registering new complaints and employees in our casmex system.

October 2010 - May 2014

MUTHOOT FINANCE LTD - Junior Executive, INDIA

- Cash handling & maintain cash book and bank books
- Receiving the world money transactions like WESTERN UNION, XPRESS MONEY, EZREMIT, MONEYGRAM, INSTANT CASH etc
- Exchange the foreign currencies converted to indian money
- Preparation Cash flow and fund flow
- Assist to preparation of Audit Report
- Handling the petty cash for day to day activities Like pantry expenses, Fuel expenses, Vehicle maintenance, stationeries and other misc expenses

- Preparing outstanding statement every month and keep on follow up payments as per contract terms and condition
 - Reconcile every month for our corporate bank IDBI bank & state bank
 - Keeping the bank statements and cheques leafs
 - Appraising the gold and store the customer data to system
 - Preparing all kind of payment, receipt & Journal vouchers.
-

SKILLS

- Store merchandise stocking
 - Service upselling
 - Query resolution
 - Currency sorting
 - Purchase assistance
-

PERSONAL INFORMATION

- Place of Birth: INDIA
- Passport Number: V2063683
- Passport Expiry Date: 12/08/31
- Date of birth: 06/20/89
- Gender: MALE
- Nationality: INDIAN
- Religion: HINDU