

# Marvin Crasta

## Customer Service Officer



Looking for the challenging and rewarding position of Services with a reputed service providing company & join an organization where I can utilize my skills for the profitability to the organization. A multi-tasking, analytical Business Professional with 7 years of professional hands on approach in Sales & Business Development with honed Business management, logical and problem-solving abilities

### Employment History

#### **Customer Service Officer at Emirates India International Exchange LPC, Dubai**

DECEMBER 2023 — APRIL 2024

- Successfully registered and managed company WPS accounts, ensuring compliance with all relevant regulations and guidelines.
- Registered employee details accurately in the WPS system, including personal information, bank account details, and salary information.
- Issued C3 debit cards to employees, ensuring secure and timely delivery
- Created and uploaded accurate and timely SIF files for company employees, ensuring proper salary disbursement and adherence to WPS requirements.
- Perform accurate sales transaction according to the cash control policies.
- Knowledge of identifying the fake currencies while dealing the foreign currencies and execute the forex transactions as per CBUAE standards.
- Attending the front line customers fulfilling their needs and offering them the right solutions.
- Focus on KYC and due diligence in daily Remittances and forex transactions, KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions activities.

#### **Customer Service Officer at UAE Exchange Centre LLC, Dubai**

AUGUST 2016 — AUGUST 2023

- Mastered in cash dealing activities as foreign currency and Remittance.
- Handling wholesale Foreign Currency buying and selling.
- Cross checking the online rates and coordinate with Trade and Corporate team to quote the marginable rate.

### Details

Dubai, United Arab Emirates  
971566789776

[crastamarvin@gmail.com](mailto:crastamarvin@gmail.com)

- Accountable for counting, verifying and documenting all currencies both in and out of cash vault.
- Competency to accept remittance to all countries like Telex transfer, Swift Transactions, Expresses cheque, Xpress money, Western Union, Ticket & Utility payments.
- Attending the front line customers fulfilling their needs and offering them the right solution
- Focus on KYC and due diligence in daily Remittances and forex transactions,
- KYC/customer identification and establishment of ultimate economic beneficiary.
- Monitoring and reporting of suspicious Transactions and activities.

## Business Development Executive at Axis Bank, Mangalore

NOVEMBER 2013 — AUGUST 2014

- Successfully opened and managed a portfolio of accounts, including current, savings, and NRE accounts.
- Achieved and exceeded sales targets by cross-selling insurance products to customers.
- Conducted thorough needs analysis to understand customer requirements and recommend suitable banking and insurance products.
- Built and maintained strong relationships with customers, providing personalized service and addressing inquiries and concerns.
- Collaborated with internal teams to ensure smooth account opening and product activation processes.
- Actively participated in sales campaigns and promotional activities to generate leads and increase customer base.
- Utilized CRM software to track sales activities, manage customer data, and generate reports.
- Stayed updated on banking industry trends, products, and regulations to provide accurate and up-to-date information to customers.

## Education

### Bachelor of Business Management at Pompe College, Mangalore

JUNE 2008 — FEBRUARY 2012

## Skills

Computer Skills

Ability to Work in a Team

Communication Skills

Customer Service

Communication

KYC and AML

WPS

Problem Solving

Document Creation and Formating

Allied products and Cross Selling

Customer Relationship Management

Remittance and Foreign Currency

## Languages

English

Hindi

Konkani

Tulu

Kannada

## Hobbies

Chess Travel Sports