

Mr EBINS V S *Remittance Supervisor/ Teller*

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Dubai,uae

05/11/1990

Indian

Married

EBINS VADUKKOOTT SUNNY

U0136077

GCC Driving Licence Holder (Qatar)



Profile

I am a Teller Supervisor with over eight years of experience in the banking industry. I have a proven track record of providing excellent customer service and managing teller operations efficiently. I am skilled in training new tellers, balancing cash drawers, and resolving customer issues promptly.

Professional Experience

Remittance/Teller Supervisor

03/2016 – 05/2023

CITY EXCHANGE CO WLL 

Doha, Qatar

- Maintain good relations with customers, customer handling, customer support (CRM)
- Maintained friendly and professional customer interactions
- KYC verifications
- Delegate work to staff
- Handled customer complaints in a sympathetic and efficient manner
- Verification remittance and incoming transactions for the different kinds of money products of (WESTERN UNION, RIA,BANK TRANSACTIONS) etc.
- Prepared Cheques and Purchase vouchers as well as Refund transactions from the software CASMAX
- Teller operations
- Microsoft Office

Remittance officer

02/2015 – 03/2016

CITY EXCHANGE CO WLL 

Doha, Qatar

- Making money transfers and incoming transactions for the leading money products of (WESTERN UNION, RIA,BANK TRANSACTIONS) etc.
- Customer handling, customer support, customer care
- Money transfers
- Value for money
- Cash handling
- Handled Forex transactions
- Data analysis, Data Entry
- Microsoft Office

Office Admin cum Document Controller

01/2014 – 01/2015

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Doha, Qatar

- MS Office applications (Word, Outlook and Excel)
- Data entry and Data analysis
- Making LPO's and Purchase Vouchers etc

- managing office supplies, organizing company records, scheduling appointments, and providing administrative support to staff members

Sales Marketing Assistant

NSB BPO SERVICES pvt ltd Mumbai

05/2013 – 02/2014

Mumbai, India

- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Wrote sales slips and sales contracts. Contacted other store locations to determine merchandise availability.

Greeted customers in a timely fashion while quickly determining their needs. Engaged with customers in a sincere and friendly manner.

- Built relationships with customers to increase likelihood of repeat business

Education

Bachelor of Commerce

05/2014

Skills

Customer Care CRM, English (Typing in software) ,MS Office applications (Word, Outlook and Excel) ● ● ● ● ●

Progressive Work Experience in Gulf, Hardworking & Sincere, Go-header with Positive thinking ● ● ● ● ●

Languages

English ● ● ● ● ●

Hindi ● ● ● ● ●

Tamil ● ● ● ● ●

Malayalam ● ● ● ● ●

Arabic ● ● ● ● ●

Interests

- Travelling

I hereby declare that the information furnished above is true to the best of my knowledge and belief. If an opportunity provided to me I will render my service sincerely.

EBINS VADUKKOOTT SUNNY