



NORGEN SINGAR

CUSTOMER SERVICE OFFICER/CASHIER

CONTACT

☎ 0502504475/0566998629

✉ Norgensingar@gmail.com

📍 Dubai

EDUCATION

2010-2012

KRISHNAMAYA MEMORIAL
NEPALI HIGH SCHOOL

- West Bengal Board of Higher Secondary Education

2003-2010

ST.ROBERT'S SCHOOL

- West Bengal Board of Secondary Education

SKILLS

- Excellent verbal and written communication skills
- Problem Solving skills
- Positive Attitude
- Time management
- Team Work
- Proficient in Microsoft office
- Foreign currency transaction
- Cash handling
- Remittance knowledge
- WPS knowledge

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Nepali (Fluent)
- Bengali (Basics)

WORK EXPERIENCE

Emirates India International Exchange(UAE)

APR 2022 - APR 2024

Customer service officer/Teller/Cashier

- Assisting customers with processing transactions, such as remittance, deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about the products and services.
- Tracking, recording, reporting, and storing information related to transactions, supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the vault.
- Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track information and generate reports.
- Following all financial and security regulations and procedures.

Gruppent solutions (India)

2018-2020

Customer service representative/Bpo caller

- Supporting the customer with computer security products.
- Answering 99+ calls as inbound and 50+ outbound calls giving all the details about the products.
- Explaining customer all the necessary benefits which they will get after purchasing the products.
- Handled rotational shift in that particular company.
- Fullfilled average of 80% target every month.

PROFILE

GENDER:MALE

D.O.B.:13/07/1993

PASSPORT NO.:U5063194

NATIONALITY:INDIA

VISA STATUS: CANCEL