



## REMYA THAMPAN KT

A dedicated and detail-oriented professional with 8 years of experience in financial transaction, customer service and branch compliance monitoring. Proven expertise in managing cash, processing payments accurately, monitoring transaction, and providing exceptional service to customers. Seeking a position in an organization which enables me to use my talents and ability to the maximum and contribute to the growth of organization.

### PERSONAL DETAILS

Mobile No +971501824283  
Email Id [remyathamban47@gmail.com](mailto:remyathamban47@gmail.com)  
Address C191 musaffah shabiya 1  
Abu Dhabi  
Nationality Indian  
D.O.B 16-08-1990  
Gender Female  
Marital Status Married  
Visa Status Employment

### ACADEMIC CREDENTIALS

#### MCA (MASTER OF COMPUTER APPLICATION)

Calicut University, India

#### BSC COMPUTER SCIENCE

Kannur University, India

#### PLUS TWO

Board of Higher Secondary  
Examination, Kerala

### KEY SKILLS

- Client Relations
- Customer Assistance
- Branch compliance monitoring
- Service Excellence
- Preparing WPS Files
- Team Management
- Supervision
- Leadership Skills
- Sales Targets
- Customer Service
- Cash Handling

### LANGUAGES KNOWN

- English
- Malayalam
- Hindi

### EXPERIENCES

#### ❖ AL FARDAN EXCHANGE LLC UAE | 2021 – Feb 2024 SERVICE OFFICER

#### ❖ UAE EXCHANGE LLC UAE | 2016 – Jul 2021 JUNIOR ASSOCIATE

#### KEY RESPONSIBILITIES

- Overseeing accurate and secure cash transactions.
- Providing exceptional customer service to clients during financial transactions.
- Ensuring compliance with operational policies and procedures.
- Branch transaction monitoring
- Resolving customer inquiries and issues promptly and courteously.
- Leading retail sales initiatives to achieve revenue targets.
- Developing and implementing sales strategies to promote financial products and services.
- Preparing branch compliance report
- Execute outward remittance (telex, drafts, express transfers, western union etc) of walk in customers and Corporate Customers.
- Selling and purchasing foreign currencies.
- National bonds. Payment solutions.
- Employees salary from different companies in UAE, WPS arrange and back office work.
- Planning and execution of target provided by the management.
- Addressing and resolving issues related to transactions, services, or customer concerns.
- Providing friendly and efficient customer service during financial transactions.
- Addressing customer inquiries, resolving issues, and maintaining a positive customer experience.
- Ensure that business activities are complying as per the rules of AML policies, Central Bank of UAE guidelines.
- Handling corporate transaction from corporate clients
- Finding ways to improve administrative processes
- Ensuring compliance with regulatory requirements and internal policies.
- Ensuring adherence to regulatory requirements and company policies.

## TRAININGS

AML compliance, Customer service, Fraud & cash handling trainings were attended.

## PASSPORT DETAILS

Passport No : B9346894

## 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.

**REMYA THAMPAN KT**