



# THAJUDHEEN T S

## Customer Service & Finance Specialist

### PROFESSIONAL SUMMARY

Experienced Customer service & finance professional with 5 plus years of demonstrated history in the Money exchange house and FMCG industry, Skilled in cash handling, Business development & Customer relations, with MBA focused in financial & marketing from Calicut university.

### PROFESSIONAL EXPERIENCE

#### Marketing Specialist

##### City Exchange

May 2023 - Present

- Assisting the customer for sending and receiving money through Western union, Transfast, Daytona, mobile money and bank transfer.
- Meeting daily, weekly and monthly target through continuous follow up with new and existing customers.
- Preparation and submission of daily income and expenses report to higher authority.
- Reconciliation and settlement of inter-branch cash payment and receipt.
- Managing high value customers profile according to CBU policies.
- Company and employee registration for the purpose of salary payout through UAE WPS system.
- Assisting the client companies for applying the salary card for their employees.
- Buying and selling foreign currencies in competitive price.
- Initiating UAE national pension payment scheme.





#### Customer Service / Teller – Foreign Currency Exchange

##### Sharaf Exchange LLC, Dubai.

May 2021 - May 2023

- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Buying and selling foreign currency through perfect negotiation for generating more revenue.
- Provide support and information to customers over the counter and by phone.
- Prior knowledge in Western union, WPS, Transfast, IME, Cashpick up and compliance handling.
- Employee registration, salary input and payout according to UAE Law.

### CONTACT

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### EDUCATION

**MBA Finance & Marketing Management**  
Calicut University, Calicut

**B.Com**  
MG University, Kerala

### LANGUAGES KNOWN

English

Malayalam

Hindi

### SKILL AND ABILITIES

- Foreign currency Buy & Sell
- Leadership
- Task prioritization
- Business development
- Strong customer client relationship
- Sales & marketing management

### LICENSES & CERTIFICATIONS

- Certification in Digital Marketing
- Basics of Capital Market

**Cashier / Branch in charge**  
**Thaizeer Bakery – Idukki, Kerala, India**  
**Dec 2018 - April 2021**

- Managing the stock and inventory.
- Resolving customer complaints and follow up.
- Maintaining financial records.
- Generating more sales and hitting sales goals.
- Carrying deliver orders and cakes.
- Maintaining tidy store appearance, cleaning.
- Creating a positive customer experience.
- Achieve customer loyalty by creating a pleasant shopping atmosphere.

**HR Admin Assistant**  
**Nasser S Al Hajri Corp. Kuwait (Shut down project)**  
**Nov 2017 - Nov 2018**

- Organise and maintain staff records.
- Update daily manpower allocation report.
- Assisting in payroll preparation.
- Duty allocation and performance analysis.
- Staff recruitment and training.