

SHARDUL SINGH

Dubai, UAE

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CAREER OBJECTIVE:-

To work in Professional environment wherein my academic knowledge and professional experience are used fully and take up responsibilities for growth of the company and also upgrade my current skill set to higher levels.

PROFESSIONAL ATTRIBUTES:

As accomplished quality and Customer Service with 3 years' experience of this field, Strong Customer Handling knowledge, excellent knowledge of MS Excel and, consistently achieves performance goals through enthusiasm, tenacity and initiative, which complement knowledge Expertise in:-

- **Customer Service**
- **Provide complete and correct information**
- **Proactive**
- **Time Management**
- **Problem Solving**
- **Maintain records on Excel**
- **Polite & Active Listening**

PROFESSIONAL EXPERIENCE:-

AL Razouki INTERNATIONAL Exchange, Dubai

(SENIOR TELLER/CUSTOMER SERVICE REPRESENTATIVE (04/2020 to 12/2021))

- Completed highly accurate, high-volume money counts via both manual and machine-driven approached.
- Balanced and organized cash register by handling cash, counting change and storing coupons
- Assisted estimated 12-15 customers each hour and remained poised and professional even in high stress situations and when dealing with irate individuals.
- Completed special procedures for customers such as ordering new cheques, stopping payments or investigating identify theft
- Assisted up to 20 customers per day with setting up or closing accounts and signing up for new services

TRAVELEX EMIRATES EXCHANGE LLC, DXB AIRPORT T3

(CUSTOMER SERVICE EXECUTIVE/SALES CONSULTANT

(JAN 2022-PRESENT)

- Executed customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 60 different currencies.
- Proficient in using computers and other office equipment.
- Processed exchange and foreign currency.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by team leader.

Summary of Qualifications

- Professional and courteous customer service with high levels of integrity and accuracy.
- Well-versed in industry regulations and asset protection strategies.

Home Credit Finance Customer Care Executive Gurgaon,India

APRIL2016 To May 2018

I work as Customer care executive. I am responsible to resolve customer queries, request and complaint.

- To resolve customer queries and share information to customer regarding the products. Manage team, audits team calls and share feedback.
- Handle Escalation Desk
- Customer Handling

Academic Qualifications:

- **B.SC passed from Sharda University, Noida 2020**
- **Intermediate Passed from C.B.S.E, New Delhi in 2017**
- **High School Passed from C.B.S.E, New Delhi in 2015**

PERSONAL DETAILS:

Father's Name : Subodh Kumar Singh
Date of Birth : 19/08/1999
Nationality : Indian
Marital Status : Single
Gender : Male