



ISMAIL V J

CONTACT

DUBAI

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EDUCATION

2019

Bachelor of Arts: Computer
Application

University Of Madras, Kerala

LANGUAGES

English

Native or Bilingual

Hindi

Native or Bilingual

Arabic

Native or Bilingual

Malayalam

Native or Bilingual

PROFESSIONAL SUMMARY

Provides exemplary service to both customers and potential clients. Assesses customer requirements and offers counsel and direction regarding financial remedies that align with customers' best interests. Collaborates effectively within the branch and with partners to deliver the intended customer experience and achieve overall business objectives.

SKILLS

- Cash counting
- Night and safe deposit procedures
- Compliance, banking laws and regulations
- Cross-Selling Expertise
- Sales
- Transaction processing
- Accounting systems and software
- Relationship building and management
- Currency Packaging
- Anti-Money Laundering Knowledge
- Multilingual Communication
- Fraud Detection Skills
- Currency Exchange

WORK HISTORY

September 2023 - March 2024

Financial Customer Service Representative, *Money Mart*

- Achieved store profitability goals by consistently exceeding transaction targets and promoting additional banking products to customers.
- Provided an exceptional customer sales experience by efficiently executing various customer transactions, including currency exchange, deposits, withdrawals, and check cashing.
- Identified customers' needs through active listening and inquiry, offering tailored solutions to meet their financial requirements and enhance their banking experience.
- Handled cash transactions accurately and entered them into the banking system with precision, ensuring minimal errors and discrepancies.
- Utilized proactive communication skills to contact customers with past due balances over the phone, negotiating payment terms and schedules to facilitate timely debt resolution and maintain positive customer relationships.
- Ensured completion of all documentation with meticulous attention to detail, maintaining compliance with regulatory standards and internal

policies.

- Adhered to safety, security, and compliance requirements to safeguard assets and maintain the integrity of banking operations.

February 2021 - May 2023

Foreign Exchange Teller, *Bahrain Financing Company*

- Conducted cash transactions including currency exchange, deposits, withdrawals, and check cashing.
- Provided excellent customer service by addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Balanced cash drawers accurately and efficiently at beginning and end of each shift.
- Adhered to bank policies and procedures to ensure compliance with regulations.
- Processed financial transactions with precision and attention to detail. Utilized financial software and systems to perform transactions and maintain customer records.
- Assisted customers in understanding various financial products and services offered by bank.
- Fostered strong relationships with customers, addressing their concerns and providing tailored solutions for their currency exchange needs
- Collaborated with team members to ensure seamless service during peak business hours, minimizing wait times for customers
- Contributed to branch revenue growth by actively promoting additional financial products and services

October 2019 - January 2021

Network Support Engineer, *Cybacor IT Solutions*

- Maintained hardware and software for networks and assisted in installation and upgrade of servers.
- Supported users in setup and configuration of wireless bridge networks.
- Diagnosed and executed resolution for network and server issues.
- Designed and evaluated WAN and LAN connectivity technologies.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Set up hardware and software in optimal configurations to meet network performance requirements.
- Completed software updates and assessed security patches for optimized computer use.

ADDITIONAL INFORMATION

VISA STATUS - VISITING VISA