

# SREEJITH K

## CUSTOMER RELATIONS EXECUTIVE

FLAT NO: 103, BUILDING C32,  
SHABIA, ABU DHABI, UAE

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KSREEJITH927@GMAIL.COM  
RESIDENTIAL VISA : NOV 2024

### OBJECTIVE

In quest of challenging opportunities in the domain of Teller, Forex Cashier, CRE that will leverage my deep knowledge, hardworking and enterprising spirit, honed through rich experience.

### WORK EXPERIENCE

#### Customer Relations Executive

Sep, 2022 – Present

Federal Exchange, Musaffah, Abu Dhabi, UAE

- Manage and handle the cash/cheque/account transfer transactions at the counter.
- Ensure the delivery of quality services to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Carry out smooth and error free transactions within the branch, ensuring all activities are completed within transactions and with a high degree of accuracy.
- Authorizing all Remittance transactions without any delay to ensure good service to the customers.
- Handling the whole cash of branch and deposit in the Tranguard deposit machine at the end of the day.
- WPS enrolment and disbursement of salaries.
- Handles Remittance/ Forex/ WPS authorization of branch.
- Controls and maintains total cash in the branch, tallying without any accounting errors.
- Preparing month and JV for Petty cash, controls all cash dealings.
- Dealing with all Forex Currencies and ensure to achieve all the Forex target without any fault.
- Participation in business promotion activities for remittances boasts.
- Buying and selling of all major foreign Forex currencies and ensure to meet the desired target profit to achieve.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Supervising and ensuring every operations are working properly in the absence manager.
- Skills : Remittances . Teller . Foreign Exchange (FX) . WPS . Customer Service . Forex . Cash Handling . Cash Collection . Authorization . Supervision.

#### Field Sales Executive

Mar, 2018 – Oct, 2021

*Tata Motors India, Kerala*

- Managing and driving new sales of entire range of Tipper Commercial Vehicles ranging between 16tonners to 48 tonners in Thrissur district.
- Monitoring dealership activities & operations of Popular Motors
- Increasing market share, handling volumes, ensure customer satisfaction.
- Negotiate and close best deals and handle complaints
- Conducting various BTL activities in Thrissur region to promote Tata Brand and perform demonstrations

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## LANGUAGES KNOWN

English	● ● ● ● ●
Hindi	● ● ● ● ●
Malayalam	● ● ● ● ●
Tamil	● ●

## TECHNICAL SKILL

Microsoft Office	● ● ● ● ●
Tally Prime	● ● ● ● ●
Microsoft Excel	● ● ● ● ●
Google Sheets	● ● ●

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## EDUCATION

### **Bachelor of Business Administration Finance**

2010 – 2013

University of Calicut / Kerala

### **Master of Business Administration Finance**

2014 – 2016

Sikkim Manipal University / India

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## ACHIEVEMENTS

- Achieved Forex Currency profit margin twice.
- Successfully completed all individual remittance transaction targets given per month.
- Scored the best in branch per day Remittance transactions.
- Increased customer base with great rapport while dealing with customers.
- Business promotions and marketing to increase customer base and selling our products.
- Built strong rapport with clients over the telephone and in person

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## CORE STRENGTHS

- Negotiation Skills
- Accounting Skills
- Communication Skills
- Customer Service Skills
- Soft Skills
- Business Development
- Forex Skills
- Interpersonal Skills

## PERSONAL SPECIFICS

- Father's Name : Unnikrishnan KP
- Mother's Name : Sreeja VM
- Date of Birth : 25/07/1992
- Gender : Male
- Nationality : Indian
- Marital Status : Single
- Mother Tongue : Malayalam

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## REFERENCE

Ranjith KR, Customer Relations Executive , AL Ansari International Exchange, Ibn Batutta Mall, Jebel Ali, Dubai, UAE Phone: +971544413990

Jaya Prakash KP, Finance Manager, Emirates Development Bank, UAE, Email: jprakash@edb.gov.ae Phone: +971504439712

Sudheer Madhavan, Commissioning Manager, Veolia Water Technologies, Sharjah, UAE Email: sudheer.madhavan@veolia.com Phone: +971564145285

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## DECLARATION

I hereby declare that above details furnished by me are true to the best of my knowledge and belief.

**SREEJITH. K**