



ABHIJITH SABU

HEAD CASH TELLER

MAIN OBJECTIVE

To utilize my expertise as a Head Cash Teller in Foreign Exchange, overseeing cash operations, managing currency exchange processes, and leading a team to deliver exceptional customer service. I aim to leverage my strong financial acumen, regulatory knowledge, and leadership skills to drive operational efficiency, ensure compliance with industry standards, and contribute significantly to the financial institution's success and growth.

LANGUAGES KNOWN

- | | | |
|-----------|---|--------|
| - ENGLISH | ~ | FLUENT |
| - HINDI | ~ | FLUENT |
| - ARABIC | ~ | BASIC |
| - TAMIL | ~ | BASIC |

CONTACT DETAILS

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Al Karama , Building 6, Room 36,
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EMPLOYMENT HISTORY

Head Cash Teller

AL MUZAINI EXCHANGE CO, KUWAIT | 2022-2024

- Handle transactions for customers, including check cashing, transfers, payments, cashier's checks, and foreign transaction.
- Identify customer needs, provide information on new products and services.
- Consistent target achievements in assigned Branch by identifying sale opportunities, recommending products as per the customer requirement.
- Manage daily teller operations, ensuring that all tellers are effectively responding to customer inquiries
- Monitor and analyze teller operations, providing feedback and guidance to tellers in order to improve efficiency and customer service
- Balance teller drawers and reconcile all cash discrepancies.
- Verify and monitor all currency in vaults in adherence to the company standards and policies

Branch Relationship Executive

S.B.I CARDS, ERNAKULAM | 2021 - 2022

- Answering calls and resolving queries about product or company.
- Reaching potential or existing customer to advise them about an item or administration utilizing pre-defined scripts.
- Consistent target achievements in assigned SBI Branch by identifying sale opportunities, recommending products as per the customer requirements.
- Increase credit card sales and profit targets by identifying selling possibility and evaluate customer needs.
- Merchandising and displaying with exceptional brand standards.
- Negotiating /Handling customer complaints.

Customer Relation Executive

BWFS, KOCH | 2017 - 2018

- Responsible for handling V.I.P passengers relating to overnight stay, flight reservation and co-ordinating passenger travel to airport with fellow colleagues over phone.
- Meet and greet customer in a professional manner .
- Building profitable relationship with clients.
- Resolving customer concern regarding flights, overnight stay, and baggage related issues.
- Assisting clients with information on destination, local knowledge visa related details and airline related details
- Offering flight tickets, hotel accommodation, travel insurance and other travel related service

Sales Supervisor And Occasional Cashier

Mayura Supermarket , HARIPAD | 2016 - 2017

- Manage retail staff, including cashiers and people
- Meet financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; -Initiating corrective actions.
- Formulate pricing policies.
- Ensure pricing is correct.
- Work on store displays.
- Attend trade shows to identify new products and services.
- Coach, counsel, recruit, train, and discipline employees. Evaluate on-the-job performance.
- Identify current and future trends that appeal to consumers.
- Ensure merchandise is clean and ready to be displayed.
- Approve contracts with vendors.
- Maintain inventory and ensure items are in stock. Keep up with fluctuating supply and demand.
- Analyze operating and financial statements for profitability ratios

CERTIFICATES

1-IATA-Customer Service

2- Cambridge Business English
Certificate Preliminary
(council of europe level B1)

3-Boubyan Consulting Company
Anti Money Laundering (AML).
Combating Terrorist Financing.
(CTF)

PERSONAL DETAILS

Date of Birth: 03 OCT, 1995

Marital Status: Single

Driving License : Indian

Nationality : Indian

Baggage Handling Agent

Transgurad, Dubai | 2015 - 2016

- Handling passenger baggages and cargo safely.
- Managing conveyor belt and baggage containers.
- Promptly responding to all enquiries regarding baggage service
- Ensuring timely departure of baggage from the bay.
- Regularly conducting safety check of conveyor belt and equipments
- Maintain up-to-date knowledge of baggage operations
- Understanding work area and recommending appropriate suggestions.

ACADEMIC HISTORY

Bachelor of Business Administration

Airline And Airport Management | Class of 2017

Institute - Bharathiar University, Coimbatore

Diploma

Airline And Airport Mangement | Class of 2015

Institute - Asian Airline Academy

SKILLS

-Banking Expertise: Proficient in banking operations, including cash handling, cash management, and financial transactions.

-Advanced Computer Skills: Skilled in utilizing computer software and systems for data management and analysis.

-Bilingual Communication: Ability to communicate in English,Hindi and Arabic capable of effectively communicating with diverse clientele.

-Strong Organizational Skills: Demonstrated ability to prioritize tasks, manage time efficiently, and maintain meticulous records.

-Supervisory Experience: Experienced in leading and supervising teams to achieve operational excellence and customer satisfaction.

-Ethical Conduct: Committed to upholding honesty, integrity, and ethical standards in all professional endeavors.

-Mathematical Proficiency: Sound understanding of mathematical principles and calculations essential for financial transactions and analysis.

-Attention to Detail: Keen eye for detail, ensuring accuracy and precision in all tasks and documentation.