

# THANSEEH SALAM KC

Dubai

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## SUMMARY

Experienced teller, skilled at supporting daily branch operations and providing premium customer service to each customer. Seeking a challenging position within a visionary financial institution that offers the opportunity for further career growth and exposure.

## EDUCATION

Bachelor of Business Administration (2011-2014)

## SKILLS

- Thorough working knowledge in computerized environment.
- Systems involving Microsoft Office Packages and Accounting packages- Tally ERP 9, Tradeasy, Peachtree.
- Customer Service Management and Cash Handling.
- Communication.
- Team work.
- Attention to Detail and Problem Solving.

## EXPERIENCE

### LULU EXCHANGE COMPANY WLL QATAR

#### ASSISTANT BRANCH SUPERVISOR

May 2023 - May 2024

Key Job Responsibilities:

- Ensure all tasks and daily cross function checklist are completed.
- Assist and respond to customer inquiries and complaints providing effective and efficient customer service.
- Perform administrative tasks such as fillings, generating reports and maintaining mail correspondence.
- Assist and respond to customer inquiries and complaints providing effective and efficient customer service.
- Administer currencies, financial exchange activities and deposits.
- Correspond and interact with back office to resolve customer issues.

#### FOREX TELLER

JULY 2021-APRIL 2023

Key Job Responsibilities:

- Maintain records of financial transactions.
- Trade foreign currencies.
- Provide financial product information.
- Handle financial transactions.
- Maintain financial transactions.

**FRONT LINE ASSOCIATE****JANUARY 2018-JULY 2021****Key Job Responsibilities:**

- Facilitating the customer transaction.
- Provide financial product information.
- Maintain records of financial transactions.
- Complying with all compliance requirements.

**SAFIYA TRADING COMPANY, KANNUR, KERALA, INDIA****ACCOUNTANT****FEBRUARY 2016-SEPTEMBER 2017****Key Job Responsibilities:**

- Maintenance of Day Book and ledgers.
- Maintain Cash and accurately record cash transactions.

**ACHIEVEMENT**

Best Performer Remittance Award in 2018, 2019 &amp; 2020.

**PERSONAL INFORMATION**

Date of Birth : 21-Feb -1994  
Nationality : Indian  
Marital Status : Married  
Visa Status : Visit Visa  
Languages Known : English, Malayalam& Hindi  
Passport No : X7112736

**DECLARATION**

I hereby declare that all the above mentioned details are true and correct to the best of my knowledge.

**THANSEEH SALAM K C**