

# AUGUSTINE PETER

Customer Service (Specialist / Manager), Client Relations  
Diversified to- HR and Administration Roles

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## PROFESSIONAL SUMMARY

With a decade of expertise in business and finance, I bring a goal-oriented approach to every endeavour. My dedication shines in client management, tailored for banking and financial sectors. I excel in resolving client complaints and disputes with pragmatic, results-driven strategies. My track record includes managing escalated customer support issues, showcasing my commitment to excellence in service delivery and problem resolution.

## SKILLS

**Customer Service Skills:** Speed, multi-channel communication, Personalized, Adaptability, Proactive, Empathy, Problem solving, Communication, Active Listening, Technical Knowledge, Willingness to Learn, Patience, Tenacity, Resourcefulness, Understanding, Reporting, Customer Service Specialist, Leadership, Client Relations.

**Banking Skills:** KYC Analyst, Corporate Registration, Customer Registration, Customer Onboarding, Banking Relations, Banking Correspondence, Email Contacts, Anti Money Laundering, Compliance Management, SWIFT(MAESTRO), SYMEX, Remittance Management, Global Remittances, Teller, Head Teller, Wallets, Cards and App services and Knowledge

**Marketing and Sales Skills:** Cross Selling, Sales and Marketing Targets, Customer Service Specialist, Client Relations Expert, Market Research, Relationship Management, Business Development, Social Media Marketing, Sales Trainer, Public Speaking, Mentor and Tutor.

**Human Resource Skills:** Payroll, Human Resources, Performance Analysis, Office Administration, Record Keeping and Reporting, Leadership, MS Office, and Presentations.

## WORK HISTORY

### 1. AL MUZAINI EXCHANGE COMPANY, KUWAIT – (Year: 2022 -2024) (Year: 2018 -2021)

Job Title: Customer Service and Client Support - Banking Relations Expert

#### Job Responsibilities:

- **KYC Analyst:** Customer onboarding with KYC registration, both Individual and Corporate, as per regulations and norms set by Central Bank
- **Remittance Analyst:** Expedited resolution of banking inquiries and efficient processing of cancellation requests of remittances of – VISA, Banking, Express Products, Wallets and Apps.
- Proactive engagement with clients through timely reminders to ensure prompt responses.
- Escalation of unresolved issues to management for expedited support and resolution.
- Direct communication with customers to relay bank feedback and updates.
- Swift handling of branch service inquiries, particularly regarding remittances, ensuring timely and accurate responses.
- Expert management of financial transactions including amendments and stop payments across SWIFT, TELEX, and Express Products.
- Dedicated customer service through attentive call management and query resolution.
- Strict adherence to Central Bank of Kuwait regulations, maintaining the highest standards of banking operations.
- AML Analyst: Vigilant compliance with Anti-Money Laundering (AML) protocols for remittances and foreign currency transactions, providing guidance to both team and customers on critical compliance matters.

#### Achievements:

- Awarded as Best Staff for timeliness in job and tasks with positive outcome, 2023

### 2. Popular Hyundai, Kochi, Kerala, India (April 2017 to March 2018)

Job Title: Dealer Sales Trainer, Kochi Region

#### Job Responsibilities:

- Design quality sales training programs within budget limitations.
- Schedule individual and team training plans on a regular basis.
- Evaluate strengths and weaknesses to identify training needs.
- Oversee training material and suggest improvements.
- Choose the most appropriate training method per case (e.g. on-the-job training, seminars, and simulations).
- Design onboarding session for new hires and sales trainees.
- Evaluate sales team performance to ensure incorporation of taught techniques.
- Create an open-communication climate and gather team members' preferences for potential training.
- Report on training program effectiveness.
- Stay up to date with employee development trends.
- Maintain updated curriculum database and training record.

### **3. Michael's Institute of Management and Technology, Cherthala, Alappuzha, Kerala, India (August 2013 to March 2017)**

Job Title: Assistant Professor

Specialised Subjects – Management, Finance and Human Resources

Streams Assigned: MBA, BBA, and B. Com

### **4. William Goodacre and Sons India Pvt Ltd, Alleppey, Kerala India (November 2012 to May 2013)**

Job Title: Assistant Human Resources Manager

Industry: Manufacturing industry of Coir products and Merchandising

Department: Human Resources and Administration

Role: Human Resources Management and Associated functions

### **5. NGA Human Resources, Kochi, Kerala, India (January 2012 to November 2012)**

Job Title: Payroll Administrator

Role: Associate – UK Process

## **EDUCATIONAL BACKGROUND**

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- **MBA** – Finance and Human Resources – University of Kerala – (2009-2011) – 73 % - GPA - 3
- **BBA** – Business Administration – University of Kerala – (2005-2008) – 86% - **RANK HOLDER** – GPA – 3.5

## **LANGUAGE PROFICIENCY**

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- **English – Professional and Fluent**
- **Malayalam – Native and Fluent**
- **Hindi – Native and Fluent**
- **Tamil – Conversational**
- **Urdu – Conversational**
- **Arabic – Prospective Learner**

## **HOBBIES AND INTERESTS**

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Public Speaking, Travel, Web Browsing, Reading, and Listening to Music, Content writing, and video creation.

## **REFERENCES**

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- Bana Al Charbaji – Human Resource Manager, Al Muzaini Exchange Company, Kuwait  
LinkedIn: <https://www.linkedin.com/in/bana-al-charbaji-49a772163>
- Bassam Salah – Operations Manager, Al Muzaini Exchange Company, Kuwait  
LinkedIn: <https://www.linkedin.com/in/bassam-salah-3699931b>

## **ACKNOWLEDGEMENT**

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I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information.

Augustine Peter