

# Suraj Walker

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📄 Visa Status: 2 months visit visa



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**Customer Service | Operations | Teller | Front Office | Remittance**

## Professional Summary

Experienced financial services and customer service professional with over 8 years in currency exchange and customer service. Proven leader in managing daily operations, ensuring compliance, and delivering high-quality service. Skilled in handling complex customer issues and training teams to achieve performance goals. Fluent in English, with proficiency in Hindi, Sinhala, and beginner-level Arabic.

## EXPERIENCE

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### Senior Head Teller

**2019 - 2024**

*Al Muzaini Exchange Company, Kuwait*

- Led a team of 3 tellers, ensuring 100% compliance with company policies and procedures. Reduced policy violations by through targeted training and daily oversight.
- Spearheaded the onboarding and training of 10+ newly appointed tellers improving operational efficiency within 3 years.
- Managed cash operations involving over 29 currencies, ensuring zero discrepancies in exchange rates and accuracy in daily transactions.
- Maintained full compliance with jurisdictional regulations for all remittance operations, including bank and Western Union transactions. Processed over 2,000 transactions per month.
- Resolved complex account issues of customers while consistently achieving high levels of customer satisfaction while upholding strict confidentiality standards.

### Head Teller | Customer Service Executive

**2015 - 2018**

*Al Muzaini Exchange Company, Kuwait*

- Delivered exceptional customer service by addressing customer inquiries daily, resolving issues promptly, and providing tailored financial solutions that enhanced customer satisfaction and retention.
- Guided customers through the completion of forms, clearly explained exchange rates, and provided support in navigating digital payment systems, resulting in smoother transactions and improved customer understanding.
- Consistently exceeded performance expectations by achieving monthly targets for 10 out of 12 months in 2023, even with a 20% increase in targets, demonstrating strong dedication and effectiveness in driving results.
- Assisted the senior head teller and branch manager with daily operational tasks, including cash reconciliation, audit preparation, and report generation, ensuring smooth branch operations.

## Call Center Agent

2011 - 2014

*Union Assurance, Sri Lanka*

- Assisted customers with the initial motor insurance claims process, providing clear and detailed guidance on necessary steps and procedures, which minimized errors and expedited claim resolutions.
- Ensured the precise recording of claims data in the system, facilitating the timely escalation of claim files to the claims department, which improved processing times and overall claim management efficiency.
- Trained newly hired staff on company protocols, customer relations, time management, and in-depth insurance product knowledge, contributing to faster onboarding and enhanced team productivity

## EDUCATION

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- Insurance foundation/ insurance claims and business and accounts at Sri Lanka insurance institute Colombo.(2013)
- Diploma in air ticketing/reservation, marketing, cargo and airport operations at International Airline Ticketing Academy. (2011)
- GCE Ordinary Level Examination (2010)

## SKILLS

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Cash Operations Management | Regulatory Compliance | Claims Management | Customer Service Excellence | Team Collaboration | Training and Development | Performance Monitoring | Audit Management | Target Achievement | Issue Resolution | Process Improvement | Compliance Inquiry Management | Digital Payment Systems | Banking Technology | Leadership and Supervision | Communication Skills | Negotiation | Time Management | Remittance Expert

## ACHIEVEMENTS

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- Achieved a certificate of appreciation from Commercial Bank of Ceylon in Kuwait for actively promoting remittances to Sri Lanka in 2017.
- Hold professional certifications in Anti-Money Laundering (AML), Know Your Customer (KYC), and Countering the Financing of Terrorism (CFT), demonstrating a strong commitment to regulatory compliance and expertise in financial security measures.

## LANGUAGES

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English: Fluent

Hindi: Intermediate

Tamil: Native

Sinhala: Native

Arabic: Beginner