



ISMAIL V J

CONTACT

DUBAI

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EDUCATION

2020

B.Com

University Of Madras, Kerala

LANGUAGES

English

Native or Bilingual

Hindi

Native or Bilingual

Arabic

Native or Bilingual

Malayalam

Native or Bilingual

PROFESSIONAL SUMMARY

Hardworking and focused Administrative professional offering excellent communication, planning and prioritization skills demonstrated through 4 years of performance. Skilled at drafting reports and business correspondence, managing mail and updating tracking spreadsheets. Exceptional leadership skills with expertise in streamlining workflow to optimize personnel strengths.

SKILLS

- Computer Skills
- Documentation
- Office Management
- Customer and client relations
- Professional Communication
- Compliance Awareness
- Problem-solving skills
- Customer Service
- Organizational Skills

WORK HISTORY

April 2024 - October 2024

Administrative Officer, *Al Baida*, UAE

- Improved communication within the organization through regular updates on policies, procedures, and key events.
- Maintained accurate records, ensuring timely processing of invoices, payments, and financial reports.
- Managed sensitive data securely by establishing strict access controls and implementing proper storage protocols.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Provided exceptional support to the executive team by managing schedules, coordinating travel plans, and organizing meetings.
- Assisted in achieving company objectives through active participation in strategic planning sessions and goal setting initiatives.

August 2023 - March 2024

Financial Services Representative, *Money Mart*, Canada

- Maintained updated records of all financial transactions to support traceability.
- Worked with clients to develop financial planning strategies and solutions through evaluation of finances.
- Collaborated with team members to achieve sales targets and improve overall branch performance.

- Facilitated resolution of complex client inquiries, ensuring high level of service and client trust.
- Monitored financial markets and trends to provide clients with up-to-date investment advice and strategies.
- Assisted clients in navigating complex financial situations, offering solutions that met their unique needs.

March 2020 - July 2023

Foreign Exchange Consultant, *Bahrain Financing Company*, Bahrain

- Conducted thorough due diligence to ensure compliance with financial regulations, protecting both clients and the firm from potential penalties or sanctions.
- Provided exceptional customer service through timely follow-ups and prompt resolution of any issues, leading to increased client satisfaction and loyalty.
- Utilized advanced computer software to execute foreign exchange transactions quickly and accurately while reducing manual errors.
- Maintained a secure work environment by following strict cash handling procedures and verifying customer identification documents.
- Balanced daily cash drawers, ensuring accurate accounting and timely reporting for financial audits.
- Provided exceptional customer service under tight deadlines, prioritizing tasks efficiently during periods of high volume traffic.
- Improved communication between tellers and management through consistent reporting of transaction volumes, trends, and potential issues.
- Elevated branch performance metrics by consistently meeting or exceeding individual sales targets for foreign exchange products/services.