

ARUN POOSALIPARAMBIL

SUMMARY

Customer service professional achieves high satisfaction levels and build trusted rapport with local community. Follows procedures and demonstrates strong record management practices.

EXPERIENCE

Forex Cashier, 09/2019 – Present

Gcc exchange - Dubai, UAE

- Monitored fluctuating currency exchange rates closely, advising customers on optimal times for transactions.
- Implemented strict confidentiality measures to protect customer information and transaction details.
- Provided swift and courteous service to all customers, maintaining high levels of satisfaction and loyalty.
- Maintained up-to-date knowledge of global financial markets, ensuring relevant and timely information was provided to customers.
- Offered tailored advice on currency trends and international money transfer options to meet diverse client needs.
- Conducted thorough verification of customers' identification and financial information to mitigate risk and prevent fraud.
- Prepared and submitted accurate documentation for all foreign exchange transactions in line with regulatory requirements.
- Participated in regular training sessions to enhance understanding of forex products and improve customer service skills.
- Collaborated with team members to develop strategies for improving transaction processing speed and accuracy.
- Supported marketing efforts by distributing promotional material on forex services, attracting new customers to the business.
- Developed strong relationships with repeat clients, recognising their preferences and ensuring personalised service.
- Assisted customers with currency exchange, providing competitive rates and comprehensive market advice.
- Handled complex customer queries regarding foreign exchange services, delivering solutions that exceeded expectations.
- Processed foreign exchange transactions efficiently, adhering to regulatory compliance and anti-money laundering protocols.
- Delivered detailed daily reports on currency transactions, discrepancies, and customer feedback to management.
- Managed accurate cash drawer reconciliations at the end of each trading day, accounting for all forex transactions.
- Kept money safely secured locked drawers, in line with company requirements and policies.



CONTACT

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SKILLS

- Decision-Making capacity
- Currency pair understanding
- Forex analysis
- Customer relations
- Cash handling

- Addressed queries to inform customers regarding services,rates and procedures.
 - Managed and monitor rates to sell, buy and order foreign currency.
 - Counted cash after closing of business hours to balance amounts with information and determine accuracy.
 - Managed customer queries regarding currency exchange rates, providing detailed information to aid decision-making.
 - Implemented anti-money laundering procedures effectively, identifying suspicious transactions and reporting them as required.
 - Processed foreign currency transactions accurately, adhering to financial regulations and company policies.
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EDUCATION

Certificate of Higher Education, Bachelor of Commerce
Calicut University - Kerala, India

LANGUAGES

Malayalam: First language

English:

C1

Hindi:

C1

Tamil:

C1

Advanced

Advanced

Advanced

PERSONAL INFORMATION

Nationality - Indian
Date of Birth - 04/03/1996
Gender- Male
Marital Status - Single
Visa status - Employment

HOBBY AND INTERESTS

- Music
- Football
- Travel