



# ARKESH BAKSHI

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Al Warqa 1, Dubai, U.A.E.

## PROFESSIONAL SUMMARY

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Highly skilled professional with over 5 years of experience in supervisory roles, customer service, and currency management. Proven expertise in team leadership, financial transactions, and customer satisfaction. Certified in Tally, Adobe Photoshop, and MS Office.

## WORK EXPERIENCE

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**Frontline Associate** | Lulu International Exchange LLC, Dubai

Feb 2024 - Present

- Managed global remittances and ensured accurate processing of deposits and withdrawals under the Wage Protection System (WPS).
- Conducted foreign currency exchange transactions with precision and handled VAT payments efficiently.
- Executed corporate transactions and provided various value-added services to enhance customer satisfaction.
- Assisted customers with currency exchange, providing exceptional service and maintaining customer trust.
- Handled large cash volumes and performed end-of-day reconciliations to ensure accuracy.
- Collaborated with team members to streamline processes and enhance service delivery.
- Leveraged MS Office and Tally for financial management and reporting.

**Call Centre Agent cum Team Manager** | Bee-Aim Solutions, India

Apr 2019 - June 2023

- Managed and led a team of call centre agents to achieve and exceed performance targets.
- Developed and implemented strategies to enhance customer service and operational efficiency.
- Conducted training sessions and provided ongoing support to team members.
- Analysed call centre data to identify trends and areas for improvement.
- Resolved escalated customer issues and ensured high levels of customer satisfaction.

**Supervisor** | Café Xtasi, India

May 2018 - Nov 2018

- Led and supervised a team to ensure optimal service delivery and customer satisfaction.
- Coordinated daily operations, ensuring adherence to company standards and policies.
- Managed inventory, supply orders, and staff scheduling to maintain efficient workflow.
- Implemented training programs to enhance staff performance and customer service skills.
- Monitored customer feedback and resolved complaints to improve overall service quality.

## CERTIFICATIONS

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- Tally Certified
- Adobe Photoshop Certified
- MS Office Certified

EDUCATION

Bachelor of Arts	Indira Gandhi National Open University (IGNOU)	Present
Higher Secondary	National Institute of Open Schooling, India	2018

SKILLS

- Financial Transaction Processing
- Customer Service Excellence
- Training and Development
- Team Leadership
- Operational Efficiency
- Problem Resolution
- Tally
- MS Office Suite
- Adobe Photoshop

LANGUAGES

- English | Fluent
- Hindi | Fluent
- Nepali | Good
- Bengali | Good