



YASIRMUNEERUDHEEN

FINANCIAL SERVICE REPRESENTATIVE

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PROFESSIONAL SUMMARY

Highly motivated Receptionist with extensive experience in customer service and administrative operations. Proven ability to handle front-desk duties, manage inquiries, and deliver excellent customer experiences in fast-paced environments. Skilled in managing calls, scheduling appointments, handling billing processes, and maintaining confidentiality in line with organizational policies. Looking to contribute my expertise to a dynamic organization by ensuring smooth front-desk operations and enhancing customer satisfaction.

WORK EXPERIENCE

AL ANSARI EXCHANGE

FINANCIAL SERVICE REPRESENTATIVE

2023 – 2024

- Delivered exceptional customer service by addressing inquiries, managing transactions, and ensuring compliance with company standards.
- Handled a high volume of customer interactions, including managing appointments, answering calls, and directing clients to appropriate departments.
- Processed financial transactions, utility bill payments, and payrolls with accuracy and confidentiality.
- Assisted customers with inquiries and issues related to billing and payments, consistently ensuring satisfaction.
- Managed sensitive customer information, adhering to privacy policies and maintaining data confidentiality.
- Managed a high volume of utility bill payments, consistently meeting daily targets while adhering to company standards for payment processing and verification.
- Administered accurate and timely payroll processing for the employees, ensuring compliance with UAE labor law and company policies.

AL ANSARI EXCHANGE

WPS PAYROLL ASSISTANT

2022-2023

- Processed monthly payroll, including terminations, new hires, and salary adjustments, ensuring compliance with UAE labor regulations and company guidelines.
- Assisted in issuing salary certificates for employees, liaising with government departments such as the Ministry of Interior, Police, and Consulate.
- Prepared and submitted online visa applications (residence and business visas) and tracked document submissions using HRMS, ensuring all data was accurately updated.
- Managed employee identification card issuance and renewals, ensuring compliance with company requirements for all staff.
- Generated monthly payroll and visa expense reports for finance, maintaining records of employee visa costs and related documentation.
- Ensured proper documentation and submission of medical appointment requests for employees and dependents.
- Liaised with banks and other financial institutions to facilitate smooth salary transfers and resolve any payment issues.

CUSTOMER SERVICE REPRESENTATIVE

- Processed customer payments and transactions while ensuring accuracy and attention to detail in a high-pressure environment.
- Resolved customer discrepancies, ensuring smooth payment operations and positive service outcomes.
- Balanced cash drawers, maintained financial records, and adhered to company policies to ensure accurate reporting and compliance.
- Collaborated with team members to manage peak periods efficiently, ensuring a seamless experience for customers
- .Assisted customers with payment-related issues, handling large volumes of transactions during peak hours while maintaining accuracy.
- Balanced cash drawers at the end of each shift, maintaining accurate financial records and ensuring compliance with company policies.
- Collaborated with team members to handle high-demand periods, ensuring seamless operations and customer satisfaction

SKILLS

Front-Desk Management

Cultural Awareness

Problem Solving

Communication Skills

Inventory Management

Time Management & Multitasking

Adaptability

Multilingual Communication

Team Collaboration

Safety & Compliance

Time Management

Report Generation & Record Keeping

Issue Resolution & Discrepancy Handling

Attention to Detail

EDUCATION

Bachelor's of Business Administration-BBA: Marketing Management(2013-2017)

Calicut University–India Kerala

Masters of Business Administration-MBA: Human Resources Management (2021 -2023) Bharathiar

University-India

CERTIFICATES

Advanced Anti- Money Laundering Training Sept 24-22 & April21-24

Orientation To Anti- Money Laundering Training May2024

LANGUAGES

English, Hindi, Malayalam, Tamil, Arabic (Read and Write Only)

DRIVINGLICENSE

Automatic Gear –Light vehicle 867302