

SHAIK SIRAJUDDIN

TELLER & CUSTOMER SERVICE SPECIALIST

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Summary

Experienced Bank Teller and Customer Service Specialist with a strong background in cash handling, financial transactions, and customer relations across banking and retail environments. Proficient in processing high-volume transactions, including deposits, withdrawals, and foreign currency exchanges, while ensuring strict compliance with AML and KYC regulations. Known for delivering exceptional customer support and maintaining meticulous transaction records that uphold internal audit standards. Skilled in using POS systems and specialized banking software, with a proven track record of enhancing customer satisfaction and loyalty. Bilingual, with fluency in English, Tamil, Urdu, and Hindi, offering excellent communication and problem-solving skills suited for dynamic roles in UAE's banking and financial exchange sectors.

Technical Skills

Cash Handling & Reconciliation, Banking Software Proficiency, Anti-Money Laundering (AML) Compliance, Currency Exchange Operations, Customer Relationship Management (CRM) Tools, Data Analysis & Reporting, Multilingual Communication (English, Tamil, Urdu, Hindi), Microsoft Office Suite (Excel, Word, Outlook), Problem Solving & Conflict Resolution

Work History

YES BANK | Bank –
Bank Teller

July 2023 - September 2024
Tamil Nadu, India

- Processed high-volume cash transactions, deposits, and withdrawals accurately and efficiently.
- Provided currency exchange services and assisted customers with foreign currency needs
- Adhered to anti-money laundering (AML) protocols and KYC (Know Your Customer) regulations, performing risk assessments and identity verifications to maintain security and prevent fraud.
- Operated POS (Point of Sale) systems and specialized banking software to efficiently process transactions and maintain updated financial records.
- Balanced cash drawers daily and prepared reports to ensure accurate account reconciliation.
- Actively listened to customer needs, addressed inquiries, and assisted with account-related services, improving customer satisfaction and loyalty.
- Ensured accuracy in maintaining financial records and transaction logs, supporting compliance with internal banking policies and audit requirements.

Teleperformance | BPO company –
Senior Customer Executive

July 2022 – June 2023
Tamil Nadu, India

- Provided high-quality support to customers, prioritizing their needs and resolving inquiries promptly, leading to enhanced customer satisfaction and loyalty.
- Monitored customer requests, identified trends, and reported insights to management, contributing to improved service offerings and customer experience strategies.
- Developed strategies to increase customer retention, including proactive follow-up and personalized support, which boosted customer satisfaction scores.
- Developed strategies to increase customer retention, including proactive follow-up and personalized support, which boosted customer satisfaction scores.
- Demonstrated empathy, patience, and responsibility in handling complex customer cases, ensuring positive outcomes tailored to each unique situation.

- Met daily and monthly goals for ticket resolution while maintaining high service quality, demonstrating commitment to company standards.
- Worked closely with internal teams to address recurring issues, suggest policy adjustments, and improve overall customer experience.
- Efficiently navigated multiple customer service tools to retrieve account details, review policies, and deliver solutions, ensuring quick and effective resolutions.

Scary House | Haunted house –

Aug 2018 – July 2022

Customer Service Cash Handling Specialist

Tamil Nadu, India

- Accurately processed customer purchases, refunds, and exchanges, maintaining secure cash handling practices in a high-traffic retail environment.
- Reconciled cash drawer at the beginning and end of each shift, promptly identifying and resolving discrepancies to ensure accurate record-keeping.
- Conducted all transactions with precision, following established guidelines to prevent errors and ensure a smooth customer experience.
- Maintained a secure cash drawer and adhered to strict cash-handling protocols, ensuring protection against loss or theft.
- Greeted customers warmly, assisted with their needs, and responded to inquiries, demonstrating a commitment to service excellence.
- Assisted in daily financial summaries and report generation, supporting store operations and management decision-making.
- Worked additional shifts and managed peak hours efficiently, ensuring continuous, high-quality customer service.
- Worked closely with shift managers to resolve cash-related issues, maintain efficient workflows, and meet service standards.

Education

MSc.Cyber Security

University of Madras

August 2021 – September 2023

Tamil Nadu, India

BSc.Computer Science

University of Madras

June 2018 – April 2021

Tamil Nadu, India

Language

English: Read , Write , Speak

Tamil: Read , Write , Speak

Urudu: Speak

Hindi: Speak
