



GOPALAKRISHNAN OU

CURRENCY EXCHANGE CASHIER

DUBAI, UAE

+971 050 8158526

gopalakrishnanou11@gmail.com

LinkedIn profile:

[HTTPS://WWW.LINKEDIN.COM/IN/GOPALAKRISHNANOU11](https://www.linkedin.com/in/gopalakrishnanou11)

PROFILE

Results-oriented finance professional with over 2.6 years of experience in cash handling and foreign exchange services. Expertise in executing transactions accurately while providing exceptional customer support. Seeking to leverage skills in a dynamic role that offers opportunities for career growth and operational improvement.

ACHIEVEMENTS

- Facilitated online transactions exceeding, 239 million plus ensuring secure and efficient processing.
- Contributed to over 139 million in currency sales, significantly enhancing company revenue.
- Increased sales revenue by 20% through targeted market analysis and effective execution of high-value transactions.

TECHNICAL SKILLS

- Proficient in Microsoft excel, tally, and sap
- Strong attention to detail and accuracy
- Excellent verbal and written communication skills
- Effective problem-solving and conflict resolution abilities
- Proficient in trading software Meta trader

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Mahatma Gandhi University, Kottayam, Kerala, India

Relevant course work:

FINANCIAL ACCOUNTING, PHP, C++, PYTHON, JAVA, SQL

Graduated: October 2020 | GRADE: B

EXPERIENCE

CASHIER / CUSTOMER SERVICE

REPRESENTATIVE | F-ZONE FOREX AND

TARVELS PVT LTD | ERNAKULAM | SEP 2021 – APRIL 2024

- Oversaw cash counter operations, ensuring accurate processing of transactions and daily reconciliation.
- Assisted customers with foreign currency and remittance services, delivering compliant and secure solutions.
- Communicated transaction procedures effectively, fostering trust and enhancing client satisfaction.

INSURANCE EXECUTIVE | NEW INDIA

INSURANCE | ERNAKULAM | SEP 2020 – JAN 2021

- Processed insurance applications from data entry through record maintenance, upholding regulatory compliance with a high degree of accuracy.
- Provided clerical and operational support to streamline workflows, improving documentation accuracy by enhancing procedural efficiency.
- Provided support to clients during transactions, addressing inquiries and promoting services to enhance customer engagement

LANGUAGE

- English: fluent
- Hindi: fluent
- Malayalam: native
- Tamil: conversational