






# Akash P Sandes

Value centered individual with experience in diversified financial solutions such as money transfer, foreign currency exchange, payments, and related allied products. Proficient in all aspects of managing branch operations, customer service, people management etc.

## CONTACT

-  Dubai, United Arab Emirates
-  971 52 286 7107
-  akashsandesh98@gmail.com

## SKILLS

- Business Development
- Strategic Planning
- Presentation Skills
- Critical Thinking
- Analytical Skills
- Communication skills
- Microsoft Office Skills

## ACCOMPLISHMENTS

Awarded with best performer of the year

## PERSONAL INFORMATION

- Date of birth: 05/15/98
- Marital status: Single

### Languages:

- English
- Malayalam
- Hindi

## EXPERIENCE

**Service Officer** **03/2022 - 03/2024**

**Al Fardan Exchange** - Dubai, United Arab Emirates

- Provide great experience to the customers by offering company's products and services according to the customer's need, attend customer queries and complaints
- Knowledge about major foreign currencies, banks in different countries
- Support branch manager in business development by providing various feedbacks and inputs
- Manage the leads, customer queries and complaints effectively and efficiently (CRM), Ensure customer satisfaction is achieved through the provision of best services
- Handling of corporate business and HNI customers
- Supporting the Corporate desk by company registrations, FCY transactions, WPS registrations and remittances
- Making sure Cross selling is happening for every customer
- Training new joiners about the products and services
- Passing account entries on a day-to-day basis
- Processing WPS salary transfer
- Resolve customer issues, concerns in timely manner.

## EDUCATION

2023  
**Master of Commerce**  
**Rabindranath Tagore University**

01/2020  
**Bachelor of Commerce**  
**Kannur University**

## DISCLAIMER

I hereby declare that the information and facts stated here in above are true and complete to the best of my knowledge and belief.