

SREEJITH K

CUSTOMER RELATIONS EXECUTIVE

FLAT NO: 604, BUILDING C86,
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RESIDENTIAL VISA : NOV 2026

OBJECTIVE

In quest of challenging opportunities in the domain that will leverage my deep knowledge, hardworking and enterprising spirit, honed through rich experience.

WORK EXPERIENCE

Customer Relations Executive

Sep, 2022 – Present

Federal Exchange, Musaffah, Abu Dhabi, UAE

- Manage and handle the cash/cheque/account transfer transactions at the counter.
- Ensure the delivery of quality services to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Carry out smooth and error free transactions within the branch, ensuring all activities are completed within transactions and with a high degree of accuracy.
- Authorizing all Remittance transactions without any delay to ensure good service to the customers.
- Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement
- Handling the whole cash of branch and deposit in the Tranguard deposit machine at the end of the day. Exposure to large volume of cash handling
- WPS enrolment and disbursal of salaries.
- Handles Remittance/ Forex/ WPS authorization of branch.
- Controls and maintains total cash in the branch, tallying without any accounting errors.
- Preparing month and JV for Petty cash, controls all cash dealings.
- Dealing with all Forex Currencies and ensure to achieve all the Forex target without any fault.
- Participation in business promotion activities for remittances boasts.
- Buying and selling of all major foreign Forex currencies and ensure to meet the desired target profit to achieve.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Checking Cash Balance at assigned 'Till' is accurately tailed and appropriately handled as instructed by the Branch Management
- Supervising and ensuring every operations are working properly in the absence manager.
- Skills : Remittances . Teller . Foreign Exchange (FX) . WPS . Customer Service . Forex . Cash Handling . Cash Collection . Authorization . Supervision.

Field Sales Executive

Mar, 2018 – Mar, 2022

Tata Motors India, Thrissur, Kerala

- Managing and driving new sales of entire range of Tipper Commercial Vehicles ranging between 16T to 48T in Thrissur district.
- Monitoring dealership activities & operations of Popular Motors
- Increasing market share, handling volumes, ensure customer satisfaction.
- Negotiate and close best deals and handle complaints
- Conducting various BTL activities in Thrissur region to promote Tata Brand and perform demonstrations

Business Development Executive

Jan 2017 – Feb 2018

***Immanuel Crushers & Mines Pvt Ltd ,
Edapally , Ernakulam , Kerala India***

- Coordinate and host meetings with Builders and Landscaping companies to promote products
- Preparing PPT and conduct meeting with potential builders & architects.
- Increase customer base through referrals, networking and cross selling
- Managed Outbound and Inbound calls daily, and handled customers queries & complaints.

Junior Accountant

Jun 2016 – Dec 2016

SAP Aggregates, Palakkad, Kerala

- Maintaining daily accounts, posting journals entries, updating financial statements, issuing invoices, billing.
- Perform duties of accounts receivables including liaison with debtors to ensure prompt payment collection
- Verify completeness and accuracy of data for invoice data entry in order to facilitate day-end closing
- Carry out billing , collections and reporting to Senior

Jun 2015 – Jun 2016

Jr. Accountant cum Office Clerk***Tropical Health Foundation of India, Kerala***

- Maintaining daily accounts, updating financial statements Using Tally ERP 9 Software
- Data entry using Excel and Tally Software
- Handled the daily invoice and voucher data entry
- Working with Spreadsheets, sales and purchase vouchers.
- Recording and filing cash transactions using Tally
- Perform Office administration tasks, filing bills, MS Word, Cold calling.
- Typing official letters, checking mail and reply or forward to manager.
- Print, scan & copy documents.
- Organize and book travel arrangements for staffs
- Coordinate and organize arrangements and meetings.

Customer Relations Executive

July 2013 – Jun 2015

Tally Infotech Solutions India, Kerala

- Provide online and Offline support to customers
- Software Installations and Demonstrate if needed
- Providing support to the customers through calls
- Attend meetings with Tally Partners to be updated about the recent changes and updation in software.
- Performing office admin duties, and cold calling customers
- Maintain daily records of activities done
- Visiting clients to make a good rapport and keep relations healthy
- Keeping updated about the latest additions in software and same time update our existing customers about the features that we provide

LANGUAGES KNOWN

English	● ● ● ● ●
Hindi	● ● ● ● ●
Malayalam	● ● ● ● ●
Tamil	● ●

TECHNICAL SKILL

Microsoft Office	● ● ● ● ●
Tally Prime	● ● ● ● ●
CASMEX	● ● ● ● ●
Google Sheets	● ● ●

EDUCATION

Bachelor of Business Administration Finance

2010 – 2013

University of Calicut / Kerala

Master of Business Administration Finance

2014 – 2016

Sikkim Manipal University / India

ACHIEVEMENTS

- Achieved Forex Currency profit margin twice.
- Successfully completed all individual remittance transaction targets given per month.
- Scored the best in branch per day Remittance transactions.
- Increased customer base with great rapport while dealing with customers.
- Business promotions and marketing to increase customer base and selling our products.
- Built strong rapport with clients over the telephone and in person

CORE STRENGTHS

- Negotiation Skills
- Accounting Skills
- Communication Skills
- Customer Service Oriented Skills
- Quantitative Skills
- Business Development
- Currency Handling Skills
- Interpersonal Skills

PERSONAL SPECIFICS

- Father's Name : Unnikrishnan KP
- Mother's Name : Sreeja VM
- Date of Birth : 25/07/1992
- Gender : Male
- Nationality : Indian
- Marital Status : Married
- Mother Tongue : Malayalam

REFERENCE

Jaya Prakash KP, Finance Manager, Emirates Development Bank, UAE, Email: jprakash@edb.gov.ae
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DECLARATION

I hereby declare that above details furnished by me are true to the best of my knowledge and belief.
SREEJITH. K