

# ISMAIL V J



DUBAI



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## Skills

- Rapid data entry skills
- Cash handling expertise
- Professionalism and courtesy
- Financial software
- Compliance, banking laws, and regulations
- Customer relationship building
- Cash drawer balancing
- Financial record keeping

Experienced Teller with extensive financial and customer service expertise gained in fast-paced bank environments. Demonstrates a professional demeanor and exceptional mathematical abilities. Regularly acknowledged for embodying a "service with a smile" mindset, ensuring positive interactions with customers.



## Work History

2024-04 - 2024-10

### Administrative Officer

*Al Baida, UAE*

- Improved communication within the organization through regular updates on policies, procedures, and key events.
- Maintained accurate records, ensuring timely processing of invoices, payments, and financial reports.
- Managed sensitive data securely by establishing strict access controls and implementing proper storage protocols.
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment receiving.
- Provided exceptional support to the executive team by managing schedules, coordinating travel plans, and organizing meetings.
- Assisted in achieving company objectives through active participation in strategic planning sessions and goal setting initiatives.

2023-09 - 2024-03

### Teller

*Money Mart, Canada*

2021-03 - 2023-05

- Managed high-volume transactions efficiently while maintaining attention to detail, ensuring accurate processing for customers.
- Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates.
- Balanced cash drawers daily, identifying discrepancies and taking corrective actions as needed.
- Processed customer transactions promptly, minimizing wait times.
- Assisted customers with account inquiries, resolving issues promptly and professionally.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Supported team members in achieving branch goals through collaboration, communication, and shared responsibilities.
- Developed strong relationships with customers through exceptional service, fostering loyalty and trust.

## Foreign Exchange Teller

*Bahrain Financing Company, Bahrain*

- Conducted thorough due diligence to ensure compliance with financial regulations, protecting both clients and the firm from potential penalties or sanctions.
- Provided exceptional customer service through timely follow-ups and prompt resolution of any issues, leading to increased client satisfaction and loyalty.
- Utilized advanced computer software to execute foreign exchange transactions quickly and accurately while reducing manual errors.
- Maintained a secure work environment by following strict cash handling procedures and verifying customer identification documents.
- Balanced daily cash drawers, ensuring accurate accounting and timely reporting for financial audits.
- Provided exceptional customer service under tight deadlines, prioritizing tasks efficiently during periods of high volume traffic.
- Improved communication between tellers and management through consistent reporting of transaction volumes, trends, and potential issues.
- Elevated branch performance metrics by consistently meeting or exceeding individual sales targets for foreign exchange products/services.



## Education

2020

### B.Com

*University Of Madras - Kerala*



## Languages

English

Advanced (C1)

Hindi

Native or Bilingual

Arabic

Intermediate (B1)

