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Al Ain City, Abu Dhabi 3322



UAE DRIVING LISCENCE

EDUCATION

Bachelor of Commerce: co-operation

St Thomas Collage,
Ernakulam /India, June 2005 - April 2008

Foundation degree:
Maintenance And Repair of two wheeler and three wheeler
SNDP Vocational Higher Secondary School,
Adimali/India, July 1999 - May 2001

High School Diploma: SSLC
SNDP High School,
Adimali/India, March 1998 - March 1999

LANGUAGES

English

Fluent

Malayalam

Fluent

Hindi

Fluent

SUDHEESH KUMAR

PROFESSIONAL SUMMARY

Seek a challenging assignment in organization that will utilize my knowledge and experience. My aim is to contribute to the objective of the organization and to grow with it. Having an experience in the fields of competition I can be sure of my commitments towards the Company which will endeavor far most in achieving goals.

WORK HISTORY

February 2022 - Current

Lulu International Exchange L L C - Forex cashier, Al Ain City, Abu Dhabi

- Greet customers when entering or leaving establishment
- Handle foreign currency, remittances, WPS, Utility payments, Bill payments and other customer transactions as required by branch
- Ensure transactions are completed in an efficient manner with a high level of accuracy
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standers
- Exercise due diligence process related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiative
- Provides support and information to customers ,over the counter and by phone
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Identify transaction mistakes when debits and credits do not balance
- Act as 'Active Supervisor', in his absence
- Open/ close branches as required and ensuring all tasks and checks are completed.

January 2018 - October 2018

LeelaMeghExchangeL.L.C - Supervisor, Sharjah, UAE

- Greet customers when entering or leaving establishment.
- Ensuring transactions are completed in an efficient manner with a high level of accuracy
- Ensuring processes and procedures are adequate to meet regulatory requirements and creating programs that encourage staff to report impropriety without fear of retaliation
- Handle foreign currency, remittances, WPS, Utility Payments, Bill payments and other customer transactions as required by the branch.
- Provides support and information to customers, over the counter and by phone

PERSONAL DETAILS

Date of Birth / Age:

12/03/1984

Nationality: Indian**Marital Status:** Married**Visa Status:** resident**Passport:** K6177864**Other:** UAE Valid LMV License

- Resolve customer complaints, guide them and provide relevant information.
- Maintained documents and records to comply with internal policies and external regulations.

September 2016 - January 2018

LeelaMeghExchangeL.L.C, Sharjah - Cashier, Sharjah, UAE

- Meet and greet customers/Lobby area, and thank them for their business
- Educate customers on promotions, offers and special events to enhance product sales
- Provide support and information to customer, over the counter and by phone.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Checked notes carefully to spot counterfeit currency.

March 2012 - September 2015

Orient Exchange & Financial Services Pvt Ltd - Operation executive, Kochin, India

- I was working in the currency export and import center. duties and responsibilities
- Sorting and detecting fake currencies received from the branches all over India
- Arranging and boxing the currencies according to the export invoice received from the head office
- Importing and sending required currencies in bulk to branches all over India

March 2012 - September 2013

BFC Forex & Financial Services Pvt Ltd - Customer service executive, Kochin, India

- Achieve individual targets assigned.
- Offered detailed product and service advice based on customer needs.
- Responded to customer queries and provided excellent customer service.
- Provided professional and helpful support to new and existing clients.
- Maintained working knowledge of available products and services.

February 2010 - January 2012

Wallstreet finance Ltd - Forex officer, Kochin, India

- I was working in the currency export center
- Sorting and detecting fake currencies received from the branches all over India.
- Arranging and boxing the currencies according to the export invoice received from the Head office

SKILLS

- Flexible
- Financial Industry Computer Systems Loan Accountant
- Customer service awareness
- Business development
- Cash-handling expertise
- Accurate cash handling