

SARFRAS KV

Back Office Executive (Operations)

Profile

I am an experienced joiner with well-developed skills and experience in financial sector and professional in customer service for solving customer compliance and quarries. Also, well experienced in cash flow management and financial bufgeting.

Work Experience

● AUG 2024 - PRESENT

Al Fardan Exchange LLC

WPS Processing Executive

- Ensuring accurate payroll transactions and payments. Regular filing and archiving of payroll information. Knowledge of general payroll practices, procedures, operations and legislation
- Preparing company statements as per requirement.
- Handling customer complaints regarding the salary files
- Maintaining and solving the salary rejection files like RTC, SIF NAK AND Both Internal and External RFR.
- Corporate company on boarding with direct companies
- Employees on-boarding by cross verifying in MOHRE site. .

● MAY 2023-AUG 2024

SHARAF EXCHANGE DUBAI UAE

WPS & Remittance Supervisor

- Responsible for customer deposit transactions and remittance. Uphold service standards by ensuring prompt turnaround for all account application and service request and ensure consistent work quality.
- Ensuring accurate payroll transactions and payments. Regular filing and archiving of payroll information. Knowledge of general payroll practices, procedures, operations and legislation
- ARCOS Access Management
- Ensure CENTRAL BANK funding is sufficient for the daily SIF files processing and reconciliation of daily SIF file and rejected salaries on daily basis.
- Maintaining CMS system like monitoring and solving customer complaints.
- Monthly CENTRAL BANK reconciliation and remittance bank wise reconciliation reporting.
- Onboarding Corporate companies in WPS by verifying all the documents
- Manage ticketing platforms such as Zoho Platform , Salesforce,
- Maintaining DIF and PAF files in central bank and also sending reports to accounts department
- User access on Central Bank of UAE

● 2021 JUNE - 2023 MAY

SHARAF EXCHANGE

Customer Service Supervisor

InCharge with running the branch; essential work duties seen on a Branch Managing staff, training new recruits, monitoring financial operations, keeping track of financial transactions, ensuring a high standard of customer service and solving customer complaints

Reference

Masood Khan
Operations Manager
971505660549

Masood.khan@sharafexchange.com

Shreejith P
Branch Manager
+971-526533515
sreejitnair@ngiuae.com

Contact

sarfrassarpu@gmail.com

+971-569-728424

Al Nahda , Dubai , UAE

Education

● Bachelor of Business Administration

ITM College of arts & science

Completed in 2019

EXPERTISE

- System Administration
- Network Administration
- Microsoft Excel
- Ticketing Platforms
- Banking Applications
- Financial Reconciltions

Skill

- Management Skills
- Cash Flow Management
- Financial Reporting
- Financial Modeling
- Communication Skills
- Compliance Management
- Budgeting
- Active Directory skills
- Expert in advanced Excel

Awards

Dec 2023 | Sharaf Exchange
The Best Employee of the Month

Uae Driving License