



SILPA K P

OFFICE ADMINISTRATOR

Experienced and detail-oriented professional with extensive knowledge in money transfer services and financial transactions. Adept at managing remittance processes, ensuring compliance with financial regulations, and delivering exceptional customer service. Seeking a role in Money Transfer operations where I can leverage my skills to provide seamless transaction experiences and contribute to organizational success.

Mobile: +971 527869683

Email: silpa369alps@gmail.com

Visa Status: Visiting Visa (60-day period)

Address: Al Rigga, Deira Clock Tower
Clock Plaza Building

Linkedin: www.linkedin.com/in/silpakp

Skills

- Money Transfer Operations
- Cash Handling and Reconciliation
- Customer Relationship Management (CRM)
- Transaction Documentation and Reporting
- Anti-Money Laundering (AML) Compliance
- Foreign Exchange and Remittance Services
- Problem-Solving and Complaint Resolution
- Attention to Detail and Accuracy
- Proficiency in MS Office and Office Tools
- Knowledge of International Money Transfer Agencies

Professional Experience

ESAF SMALL FINANCE BANK – Kerala, India

Feb 2024 – Oct 2024

Office Administrator

- Managed remittance services, assisting customers with international and domestic money transfers.
- Ensured compliance with company policies and financial regulations during transactions.
- Provided information on exchange rates, transaction charges, and remittance timelines.
- Maintained accurate records of money transfer transactions for audit purposes.
- Delivered excellent customer service, fostering trust and long-term relationships.

MANAPPURAM FINANCE LIMITED – Kerala, India

Mar 2018 – Jan 2024

Office Assistant

- Processed inward remittance transactions through major international money transfer agencies, ensuring compliance with regulations.
- Verified customer identification and documents for money transfer transactions in accordance with KYC and AML guidelines.
- Handled large volumes of cash transactions with accuracy and efficiency.
- Addressed customer inquiries regarding money transfer services, ensuring clarity and satisfaction.
- Reconciled daily remittance transactions and prepared detailed reports for management.
- Resolved discrepancies and customer grievances promptly to maintain trust and service quality.

CHERUPUSHPAM CHITS AND FINANCE – Kerala, India**Aug 2015 – Jan 2018****Office Assistant**

- Processed payments and remittance transactions with precision and efficiency.
 - Maintained detailed transaction records and ensured accuracy in financial reporting.
 - Assisted customers in understanding money transfer services and resolving issues.
 - Maintained and organized financial records, ensuring accuracy and compliance with company policies.
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Education**Diploma in MS Office****Sep 2013 – Jul 2014****Bachelor of Science – University of Kerala, India****Jul 2010 – Apr 2013**

Certifications

- **MS Office**
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Personal Details

- **Date of Birth:** 12 May 1993
 - **Gender:** Female
 - **Marital Status:** Single
 - **Languages:** English, Malayalam, Tamil
 - **Nationality:** Indian
 - **Passport Number:** C3536883
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Declaration

I hereby declare that the details mentioned above are true and correct to the best of my knowledge.

SILPA KP