



Ramandeep Singh

Teller

✉ rsohig5449@gmail.com

📅 Date of birth  
23/07/1996

🏠 Indian

📍 SIKH

📞 056 968 1019

👤 Single

## Interests

MUSIC

FOOTBALL

BOOK READING

WRITE NOVELS

INTERDAY TRADING

STOCK MARKET

## Languages

English

Hindi

Panjabi

## Assets

Interpersonal

Time Management

Empathy

Patience

To obtain a challenging position in a dynamic company wherein my professional expertise, excellent customer service and academic skills will be applied in making a significant contribution in a competitive and growth-oriented organization.

## Work experience

### CUSTOMER SERVICE OFFICER CUM CASHIER

Since March 2020 [AL RAZOUKI INTERNATIONAL EXCHANGE DUBAI](#)

Worked with **AL RAZOUKI INTERNATIONAL EXCHANGE** as **Customer service officer** and **Head cashier** of branch.

#### My key responsibilities included:

- FC Sale & Purchase of all Currencies.
- Remittance Cash Collection for all countries.
- Preparation of Remittance for all countries.
- Western Union Sending & Receiving.
- Trans fast Sending and Receiving.
- Ria money Sending and Receiving.
- Instant cash Sending and Receiving.
- Preparation of Central Bank Cash.
- Registering WPS customer as per UAE Compliance procedure
- Making of Salaries in WPS PRO.
- Registering and dealing with Corporate clients as per UAE compliance procedure.
- Replying to all query through emails/calls of customer.
- Replying to all the company compliance emails regarding KYC and other internal matters.
- Preparing of KYC form, Amendment form and Cancellation Form as per company compliance policy.
- The experience at the Exchange has enabled me to develop an understanding of Financial Market key business processes of Exchange Company

### INVENTORY

From January 2019 to March 2020 [WESTZONE SUPERMARKET DUBAI](#)

### SUPERVISOR

From January 2015 to January 2019 [DASHMESH MECHANICAL WORKS AMARGARH INDIA](#)

## Education

### COMPUTER ENGINEERING

From March 2012 to March 2015 [BHAJ GURDAS POLYTECHNIC COLLAGE SANGRUR](#)

### BASIC COMPUTERS

From March 2018 to August 2018 [REHMAN COMPUTER SERVICES AMARGARH](#)

## **Skills**

Active listening

Personalised

Empathy

Focus problem solving

Product and service knowledge

Mindset

Follow Up

Seek advice

Answer customer Enquiries

Handling cheques for clearing

## **Computer skills**

TRANSFAST

RIA MONEY

WESTERN UNION

INSTANT CASH

WPS PRO

ASPIRE

CASMAX (EXCHANGE HOUSE SOFTWARE

IT PROFICIENCY

C3 PORTAL