

Sujith Jayagopal

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About

Dedicated Customer Service Representative dedicated to providing quality care for ultimate customer satisfaction. Proven ability to establish and maintain excellent communication and relationships with clients and track record in providing excellent customer service in the financial and pawn-broking industry. Adept in general accounting and finance transactions. Excellent time management skills combined with a superior knowledge of the customer service industry.

Work Experience

MUTHOOT FINANCE

UK

Business Development Officer in Gold Finance

Dec '23 - Nov '24

- Engage with customers in a professional and friendly manner, addressing inquiries, providing information on financial products, and assisting with pawn transactions.
- Proactively identify and resolve customer concerns and issues to ensure a positive experience and maintain customer satisfaction.
- Efficiently process loan applications, pawn transactions, and other financial services in compliance with company policies and regulatory requirements.
- Maintain accurate and organized records of customer interactions, transactions, and documentation for auditing purposes.
- Remittance of Euro and Dollar transfers.

Belhasa Global Exchange

Dubai

Branch Head

Nov '11 - Nov '23

- Increased compliance accuracy from 75% to 95%, leading to improved customer satisfaction.
- Led a successful re-branding of the branch, resulting in an increase in brand visibility and recognition
- Managed branch operations, including scheduling staff and coordinating customer visits.
- Identified and reported defective parts or components to the supervisor to ensure quality products
- Hands-on experience in doing Telegraphic transfers to India, Pakistan, Bangladesh, Philippines, etc, and in worldwide Xpress remittances.
- Adept at handling the depository services and FOREX Services.
- Entrusted with the responsibility of handling Customer service, Cash Management, Telegraphic transfers, WPS, and FOREX Services.
- Preparing periodic reports for monitoring business performance, effective internal communication, and timely collections from customers.

Education

Anna University

Aug '11

Master's Degree | MCA in Computer Science

Mahatma Gandhi University

Aug '08

Bachelor's Degree | B.Sc in Mathematics

Skills

Customer Service Skills · Forex · Cash Management · Decision-Making · Organizational Support · Adaptability · Effective Communication · Problem Solving · Punctuality

Languages - English, Hindi, Tamil, Malayalam:

Certification

FERG

Jul '14

Certification

· Foreign Exchange & Remittance Group by Central Bank of UAE