



SACHIN PUTHIYANDI

OPERATIONS & CUSTOMER SERVICE

Operations and Customer service professional with strong ability to multitask, prioritise, and time management together with market knowledge and ability to identify and assess customer need to achieve satisfaction.



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Ayalnaser Deira
Dubai,UAE



Education

Mahatma Gandhi

university

2009 - 2011

Calicut university

2003 - 2006

Kerala State board

2000 - 2002



Experience

Muthoot exchange - Dubai

2016 - 2024

Master of business administration

Specialization in Hr & Marketing

Bachelor of commerce

Higher secondary

Commerce with computer science

Teller / Operations

Attend the walkin customers .

Onboarding of new customers by collecting the KYC documents.

Checking and verifying the documents provided by the customers for the kyc purpose.

Performing screening and validate that new clients are not related to any negative media.

Assisting customers in doing transfer or for currency exchange.

To arrange and tally the cash by Eod

Admin / accounts executive

To handle and manage the daily office functions.

Alloting the workers to diffrent sites as per the need.

To co ordinate and arrange materials for the smooth functioning of work.

To prepare invoices and to follow up the old ones.

Proper filing of payment and receipts documents.

To cross check the purchase bill for any discrepancy.

Assistant manager Customer service and retail sales

To handle the customers ,agents and financial advisors.

To process purchase and redemption requests with proper KYC documents.

Daily reporting to head office .

Filing of documents as per Amfi guidelines.

**Cambridge electro
mechanical - Abu dhabi**

2015 - 2016

**Peerless mutual fund -
India**

2011 - 2015

Sundaram mutual fund -

India

2010 - 2011

Executive - Sales and customer service

To update the products and performance in the assigned markets.

To make sure that the factsheets and applications are available with Banks ,Iifa's .

To attend the online queries received through website.

Sending of daily reports to manager.



Other Info

Skills

Problem solving , communication ,Aml ,
Kyc,flexibility,teamwork

Languages

English , hindi , Malayalam

Interest

FINANCE ,SHARE MARKET,TRAVELLING

Awards

Fraud prevention training session conducted by
FERG

Mutual fund distributors certification from NISM