



# ANGAL P P

## SENIOR CASHIER



Dubai, UAE



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## WORK EXPERIENCE

### SENIOR CASHIER - (B R O)

(SEP 2022 - DEC 2024)

#### AXIS BANK, THRISSUR MAIN BRANCH

- Process daily cash transactions, including deposits, withdrawals, and fund transfers with accuracy.
- Executed foreign currency exchanges, ensuring compliance with regulations and accuracy in transactions.
- Provided exceptional customer service by addressing inquiries and resolving issues related to currency transactions.
- Maintained accurate cash drawers, balancing daily transactions and ensuring proper cash flow.
- Trained new staff on foreign exchange procedures and customer service best practices.
- Developed and implemented strategies to enhance customer retention and satisfaction.
- Managed high-volume transactions efficiently while maintaining attention to detail.
- Collaborated with management to streamline processes and improve service delivery.
- Manage and reconcile cash drawers at the end of each shift to ensure zero discrepancies.
- Assist customers with account-related inquiries, cheque clearances, and loan repayments.
- Promote banking products such as savings accounts, credit cards, and insurance plans.

#### ACHIEVEMENTS :

- Maintained 100% + transaction accuracy throughout the tenure, reducing financial discrepancies.
- Recognized as a top-performing cashier for consistently handling high-volume transactions.
- Increased branch revenue through proactive promotion of banking products.
- Trained and mentored 3 junior cashiers, improving overall branch efficiency. Achieved LI Oscar 2023 contest winner at the pan-India level.
- Played a pivotal role in increasing branch revenue by optimizing daily productivity and increasing product sales.
- Developed and implemented an employee orientation program that was adopted across all company locations, improving employee onboarding efficiency.
- Consistently resolved 90% of customer concerns by responding to over 25 customer calls daily, contributing to high customer satisfaction levels.
- Recognized for maintaining a strong customer portfolio and providing exceptional service, earning customer service accolades.

## PROFILE SUMMARY

Dedicated and detail oriented 4 years of experience in banking, specializing in cash handling, cashier, transaction accuracy, and customer service also has a skill as a Foreign exchange teller. Skilled in cash reconciliation, fraud prevention, compliance, and cross-selling financial products. Adept at problem-solving, account management, and maintaining high service standards in fast-paced environments. Recognized for efficiency, reliability, and exceptional customer satisfaction.

## EDUCATION

- **DEGREE**  
BCA  
Bharathiar University (2019)
- **HIGHER SECONDARY**  
VHSE (2016)
- **SECONDARY**  
Govt. of Kerala (2014)

## SKILLS

- Customer Service
- Foreign Currency Exchange
- Transaction Processing
- Attention to Detail
- Risk Management
- Cash Handling & Accuracy
- Transaction Processing
- Customer Service
- Cash Reconciliation
- Fraud Prevention
- Compliance & Regulations
- Account Management
- Cross-Selling Banking Products
- Problem-Solving

- Dispute Resolution
- Time Management
- Attention to Detail

## CERTIFICATIONS

- AUTOMATION ANYWHERE  
CERTIFIED  
MASTER RPA PROFESSIONAL

## IT PROFICIENCY

- Masters in Robotics & Automotion  
anywhere AA Enterprice Edition V. 11
- My SQL (GitHub Profile Link:  
<https://github.com/angalpp>)
- HTML
- CSS
- JAVA

## LANGUAGES

- English
- Malayalam
- Tamil

## PASSPORT DETAILS

- Passport No: U6398010
- Date of Expiry: 23/01/2030
- Visa Status: Visit Visa

## PERSONAL DETAILS

- Date of Birth: 11/02/1998
- Nationality: Indian
- Gender: Male
- Marital Status: Single

- Qualified for various prestigious awards such as ICICI Lombard, Bajaj Allianz insurance contests, and local and international trips.

### CASHIER

(Feb 2020-Aug 2022)

#### ESAF SMALL FINANCE BANK, PALAKKAD

- Processed cheque deposits and fund transfers while verifying authenticity.
- Ability to stand for extended periods while managing customer transactions and inquiries.
- Demonstrated accuracy in cash handling and transaction processing.
- Detail-oriented in completing tasks and maintaining records.
- Established strong relationships with clients to foster trust and loyalty.
- Adaptable to changes in procedures and customer needs.
- Trained new staff on foreign exchange procedures and customer service best practices.
- Developed and implemented strategies to enhance customer retention and satisfaction.
- Managed high-volume transactions efficiently while maintaining attention to detail.
- Roved exceptional customer service by addressing inquiries and resolving issues related to currency transactions.
- Collaborated with management to streamline processes and improve service delivery.
- Ensure optimal profit margins are maintained for transactions
- Solicit referrals and initiate cross-selling opportunities to existing customers
- Explore opportunities to increase customer base, transaction number, Revenue per transaction & customer and overall operational revenue
- Resolved transactional discrepancies and customer disputes in a professional manner.
- Assisted in onboarding new customers by explaining account features and benefits.

### ACHIEVEMENTS :

- Accuracy in daily cash handling, reducing reconciliation errors.
- Exceeded cross-selling targets through proactive customer engagement.
- Received “Best Customer Service” recognition for consistently resolving customer queries efficiently.
- Implemented a queue management strategy that reduced customer wait times.