

Syed Aadil Nawaz. Y

Dubai UAE | 971-586861150 | aadilnawaz0102@gmail.com

Professional Summary:

Customer Service Executive with 3 years of experience in currency exchange, remittance services, flight bookings, and online shopping support. Skilled in assisting customers, resolving issues, handling cash transactions, and following financial regulations. Experienced in daily reconciliations, KYC checks, and cross-selling products to meet customer needs. Focused on providing excellent service and helping the organization grow.

Skills:

- Customer Service & Issue Resolution
 - Cash Handling & Transaction Management
 - Compliance & KYC Procedures
 - Sales Support & Cross-Selling
 - Problem Solving & Critical Thinking
 - Team Collaboration & Communication
 - MS Office | Tally ERP | Basic Computer Skills
-

Professional Experience:

Deniba International Exchange – Dubai UAE:

Teller & Cashier | Aug 2023 – Present.

- Helped customers with currency exchange and remittance services.
 - Promoted financial products to meet customer needs.
 - Handled cash transactions following company rules.
 - Prepared end-of-day reports to ensure accuracy.
 - Conducted KYC checks as per guidelines.
 - Reported suspicious transactions (STRs) when required.
 - Resolved customer questions and issues.
-

Sutherland Global Services – Chennai, India:

Customer Service Representative | July 2022 – May 2023.

- Answered customer calls and resolved their queries.
- Explained payment processes and company policies.
- Assisted with refunds and product replacements.

- Recorded customer information for smooth follow-ups.
 - Focused on providing a positive customer experience.
-

One Point One Solutions Pvt Ltd. – Chennai, India:

Customer Service Associate | Sep 2021 – Nov 2021.

- Provided flight information, booking support, and cancellation assistance.
 - Helped customers understand fees and travel policies.
 - Resolved payment and booking issues quickly.
 - Guided customers through online booking steps.
-

Education:

Bachelor of Business Administration (BBA)

The New College – Chennai India

2019 - 2022

Certifications:

- Typewriting (English Junior)
 - MS Office
 - Tally ERP
 - NCC (B & C Certificates)
-

LANGUAGES KNOWN:

- English
 - Tamil
 - Hindi (Fluent in Speaking)
-

Achievements:

- Maintained 98% Customer Satisfaction at Sutherland Global Services.
 - Received Sportsmanship Award in college.
 - Trained 50 juniors in NCC for college events.
 - Earned positive feedback for clear communication and timely assistance.
-