

# HARISH RAJA

## Cash remittance clerk

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Burdubai building, Rolla road E-city market, Sharaf DG, Burdubai, Dubai.

## EXPERIENCE

Relationship officer 06/2024 - Present

### Finer financial services

Dubai

- Promote and sell credit card products to potential customers through cold calling, field visits, and referrals
- Educate customers about different credit card features, benefits, and eligibility criteria
- Achieve and exceed monthly sales targets by effectively closing deals
- Build and maintain strong relationships with clients, ensuring excellent post-sales service
- Conduct market research to identify potential leads and analyze competitor offerings
- Maintain accurate records of customer interactions and follow up on leads using CRM tools

Cash Clerk 02/2022 - 05/2024

### Larsen and toubro finance limited

Coimbatore, Tamilnadu, India.

- Processed cash, credit, and digital payments accurately using POS systems.
- Assisted customers with inquiries, returns, and product information to ensure a positive shopping experience.
- Maintained cash drawers, balanced registers, and prepared daily transaction reports.
- Handled refunds, exchanges, and resolved customer complaints professionally.
- Ensured store policies and procedures were followed for smooth operations.
- Stocked and organized merchandise to maintain store presentation.
- Collaborated with team members to improve service efficiency and customer satisfaction.

Customer Relations Representative 06/2021 - 2022

### MD BIO TECH

Coimbatore, Tamilnadu, India.

- Initiate contact with customers to gather feedback, inform them about new products or services, and ensure their ongoing satisfaction.
- Address and resolve customer complaints or concerns promptly, ensuring a positive outcome and maintaining trust.
- Develop and nurture long-term relationships with key clients, understanding their needs and ensuring the company meets them effectively.



## SUMMARY

Dedicated and detail-oriented Cashier/Customer Service Executive with three years of experience handling transactions, assisting customers, and ensuring a seamless shopping experience. Adept at processing payments, resolving customer inquiries, and maintaining a friendly and professional demeanor. Skilled in cash handling, POS systems, and providing exceptional customer support to enhance brand loyalty. Strong ability to multitask in fast-paced environments while maintaining accuracy and efficiency.

## EDUCATION

### Bachelors of commerce

Bharathiyar university

06/2018 - 05/2021

Coimbatore, India

CGPA: 7/10

## TRAINING / COURSES

Marketing management

Consumer behaviour

## SKILLS

Excellent Communication ·

Problem-Solving · Empathy ·

Patience · Conflict Resolution ·

Pressure handling ·

Customer service · Cash handling

## LANGUAGES

English Proficient ●●●●●

Tamil Native ●●●●●

Malayalam Proficient ●●●●●