

ABHIRAMI THULASEEDHARA KURUP

CASHIER | ADMIN ASSISTANT | CUSTOMER SERVICE EXECUTIVE | RECEPTIONIST

Detail oriented and resourceful **Professional** with a strong background in **financial transactions, office coordination, and customer relations**. Adept at handling **cash management, ledger maintenance, front desk operations, and customer support**, ensuring seamless business operations and client satisfaction. Skilled in **data entry, documentation, complaint resolution, and cross-selling financial products**, with a keen eye for accuracy and compliance. A proactive team player with excellent **communication, problem-solving, and organizational skills**, committed to delivering high-quality service in fast-paced environments.

Currently seeking an opportunity as **Cashier | Admin Assistant | Customer Service Executive | Receptionist** preferably in Retail / Financial Services & Money Exchange / Real Estate / Travel & Tourism / Education / Construction / Hospitality / Healthcare / Manufacturing / Logistics & Supply Chain or other prominent sectors in UAE.



GET IN TOUCH

- Dubai | UAE
- +971503886881
- +971508091573
- abhiramivichu996@gmail.com
- <https://www.linkedin.com/in/abhirami-t-065479358>

WORK EXPERIENCE

- MUTHOOT FINANCE LTD | KERALA | INDIA**
Industry – NBFC
CASHIER
May 2022 – January 2023
- **Processed** cash deposits, withdrawals, and loan disbursements with **accuracy**, ensuring seamless **financial transactions** and **customer satisfaction**.
 - Assisted in the preparation of **bank deposits, ledger maintenance, and cash management** for the branch.
 - **Assisted customers** in **gold loan applications** by explaining **interest rates, repayment terms, loan tenures, and associated policies**.
 - **Verified customer documents**, including **identity proof, address verification, and loan eligibility criteria**, to prevent **fraudulent activities**.
 - Conducted **risk assessments** for **loan applicants**, ensuring compliance with **internal policies** and **financial regulations**.
 - Guided customers through **repayment schedules, available loan restructuring options, and financial planning assistance**.
 - **Handled customer grievances** efficiently, escalating **complex issues** to **senior management** when necessary to ensure resolution.
 - Ensured **compliance** with **security protocols** while handling **cash, confidential financial documents, and inter-branch fund transfers**.
 - Conducted **periodic checks** on **cash registers, vaults, and financial documents** to prevent **discrepancies** and ensure **accuracy**.
 - **Promoted cross-selling of financial products**, educating customers about **investment options, insurance policies, and fixed deposits**.
 - Provided **administrative support** to the branch, including **data entry, filing financial records, and updating customer profiles**.
 - Monitored and **reported suspicious financial activities**, ensuring adherence to **regulatory compliance and fraud prevention policies**.
 - Assisted in **training new staff** on **cash handling procedures, customer service standards, and compliance requirements**.
 - **Maintained accurate financial records**, prepared daily, weekly, and monthly reports, and **supported audits** by ensuring **proper documentation**.

- CHAVARA ACADEMY | HYDERABAD | INDIA**
Industry – Education
TEACHER
June 2017 – March 2020
- **Designed and delivered engaging lesson plans** aligned with the curriculum, fostering an interactive and student-centric learning environment.
 - **Taught and mentored students** across various subjects, ensuring conceptual clarity and academic excellence.
 - **Developed and implemented assessment strategies**, including tests, quizzes, and assignments, to evaluate student performance effectively.
 - **Incorporated technology and innovative teaching methods**, such as smart boards and e-learning tools, to enhance classroom engagement.
 - **Provided individualized support** to students, addressing learning difficulties and guiding them toward academic improvement.
 - **Collaborated with parents and school administration**, providing regular updates on student progress and discussing development plans.
 - **Organized and participated in extracurricular activities**, including academic competitions, cultural programs, and school events.
 - **Contributed to curriculum development**, suggesting improvements to enhance subject matter delivery and learning outcomes.

KEY SKILLS

- Cash Handling & Management
- Ledger Maintenance
- Customer Service
- Office Administration & Coordination
- Reception & Front Desk Operations
- Telephone & Email Correspondence
- Inventory & Office Supplies Management
- Complaint Handling & Escalation
- Upselling & Cross-Selling
- Conflict Resolution & Negotiation
- Billing & Invoicing
- Data Entry & Documentation

EDUCATION

2016 – BACHELOR OF ARTS - HISTORY
Mahatma Gandhi University | India

IT COMPETENCY

MS Office Suite: Excel | Word | PowerPoint

PERSONAL INFO

Nationality: India
DOB: 19th January 1996
Gender: Female
Languages: English | Tamil | Malayalam
Civil Status: Married
Visa Status: Visit Visa
Visa Expiry: 5th May 2025

REFERENCE

Available Upon Request