

# JACQUELINE JOSEPH

Foreign and Local Currency Exchange and Sales

## CONTACT

Sharjah, UAE

+971566698099

jacquelinejosephdj@gmail.com

To,  
Hiring Manager,

Dear Sir/Madam,

Application for the Position in Foreign and Local Currency Exchange and Sales

I am writing to express my interest in the position related to foreign and local currency exchange and sales within your esteemed organization. With a strong background in customer service and financial transactions, I am confident in my ability to contribute effectively to your team and uphold the high standards of service and compliance expected in the UAE's financial environment.

Over the past few years, I have developed significant experience in handling multi-currency transactions, maintaining accurate records, and delivering a high level of client service. My ability to operate under pressure, combined with strong attention to detail, ensures each transaction is completed accurately and in accordance with both company procedures and regulatory guidelines. In addition to my technical skills, I am committed to building trusted relationships with clients by offering clear information on exchange rates and available services.

Furthermore, I bring a results-driven approach to sales, with a passion for meeting targets and promoting services in a professional and customer-focused manner. I am eager to contribute to the continued growth and success of your branch, while further developing my skills in a dynamic and supportive work environment.

I would welcome the opportunity to discuss how my experience and enthusiasm could benefit your team. Thank you for considering my application. I look forward to the possibility of an interview at your earliest convenience.

Yours faithfully,  
Jacqueline Joseph

# JACQUELINE JOSEPH

## PROFILE SUMMARY

- Management professional with 8 years of work experience, a strong personality, and excellent analytical skills.
- I am seeking a challenging position within the fields of branch operations, sales, marketing, and customer services.

## EXPERIENCE

### GCC EXCHANGE

Customer Service / Cashier

March 2024 - Present

#### Duties and Responsibilities:

- Conduct **foreign and local currency exchange transactions** accurately, ensuring adherence to company policies and UAE regulatory standards.
- **Deliver professional and courteous customer service**, offering clear information on exchange rates and transaction procedures.
- **Verify the authenticity of banknotes**, and report any suspicious or fraudulent activity in compliance with anti-money laundering regulations.
- **Maintain accurate records of all transactions**, balancing cash drawers at the end of each shift and submitting reports as required.
- **Operate currency counting machines and point-of-sale systems** efficiently, while ensuring the safety and security of all cash handled.

### AURA ACADEMIA

Front Manager cum Cashier

#### Duties and Responsibilities:

- Delivered exceptional customer service by proactively listening to concerns and answering questions.
- Handled high-volume telephone and email enquiries to minimize Backlogs.
- Served customers to drive sales and deliver top-quality experiences.

### BIS s JURIS LEGAL ADVISOR

Admin Officer - Sales

#### Duties and Responsibilities:

- Kept up to date with market trends to identify opportunities to improve product and service offerings.
- Provided high levels of in-store service, promptly resolving complaints to maintain customer satisfaction.
- Negotiated best-possible prices for maximized profit levels.



## CONTACT

- Sharjah, UAE
- 971 566698099
- jacquelinejosephdj@gmail.com

## PERSONAL DETAILS

Date Of Birth: 09/06/1989

Gender: Female

Marital Status: Married

Nationality: Indian

## SKILLS

- ✓ Good ability to handle multiple tasks.
- ✓ Good computer knowledge.
- ✓ Flexibility and adaptability.
- ✓ Ability to maintain work schedules and uphold work standards.

## LANGUAGES

- ✓ English
- ✓ Malayalam
- ✓ Tamil
- ✓ Hindi

## **SANTA MONICA STUDY ABROAD - INDIA**

**Senior Guest Relations Officer**

**May 2017 - June 2023**

### Duties and Responsibilities:

- Built positive customer rapport through friendly, professional Communication.
- Reported on daily call volume and resolution statistics to aid in annual performance evaluations.
- Resolved guest concerns on first-call, consistently receiving Positive feedback and high customer satisfaction scores.
- Updated guest accounts and maintained strict adherence to confidentiality protocols to protect guests.

## **FRANKLIN INSTITUTE OF AVIATION HOSPITALITY - INDIA**

**Counsellor cum Admin Assistant**

**Jun 2016 - May 2017**

### Duties and Responsibilities:

- Showcased professionalism in client meetings.
- Oversaw daily operations in client meetings.
- Applied positive customer service approach to increase satisfaction levels.
- Used critical thinking to break down problems, evaluate solutions and make decisions.

## **EDUCATION**

**SRISTY'S SCHOOL OF AIRHOSTESS**

**2006 - 2008**

Diploma of Higher Education: Diploma in Aviation  
and Hospital and customer service.

### **DECLARATION**

I hereby solemnly affirm that all the details furnished above are true to the best of my knowledge.

**JACQUELINE JOSEPH.**