



KALYAN RAI

TELLER | CUSTOMER SERVICE | HOSPITALITY



PROFESSIONAL OVERVIEW

Results-driven and highly organized professional with over 10 years of experience in the UAE, delivering exceptional operational efficiency, sales, customer service, and team leadership. Having a strong drive to excel and be a valuable asset to the company I'm working for.



WORK EXPERIENCE

➤ Customer Relation Executive - Federal Exchange (Under Ahalia Group)

Dubai, United Arab Emirates

- Processed customer transactions, including currency exchanges and money transfers.
- Maintained accurate cash records and provided excellent customer service.
- Ensured the accuracy and confidentiality of financial transactions.
- Assisted in maintaining the branch's cash and currency inventory.

➤ Al Dahab Exchange LLC

Dubai, United Arab Emirates

- Oversee daily operations of the branch: Managing resources, staff scheduling, developing and attaining sales goals to hit target.
- Lead a team of cashiers, and support staff to achieve branch performance targets and high levels of customer satisfaction.
- Manage financial records, branch reports, and compliance with all regulatory requirements in line with Anti Money Laundering and UAE Central Bank.
- Ensuring smooth and efficient transactions for customers, both personal and commercial clients (WPS services for the payroll of employees).
- Handle customer complaints and disputes with professionalism and tact.
- Implement sales and marketing strategies to increase branch revenue and market share (monthly, quarterly and annual sales targets).

➤ Mc Donalds - F&B Customer Service

- Smile, Greet to the customer
- To guide, coach and mentor team members to build successful and high performing teams and ensure that all required standards and behaviors are successfully met.
- focus on execute the staff deployment plan for every shift ensuring all required positions are resourced in a timely and compliant manner.
- Supporting ground staff in performance management of teams and individuals through regular performance reviews, training sessions and other development activities.

CONTACT

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EDUCATION

Bachelor in Commerce
Mahatma Vishwa Vidyalyaya
University, India
2013 - 2016

Higher Secondary Education
Techno Model School
2010 - 2012

West Bengal Board of Higher Education
Don Bosco School
2000 - 2010

SKILLS

- Communication Skills
- Computer Skills
- Proficient in MS Office and Excel
- Customer Service
- Problem Solving
- Flexible and Adaptability
- Team collaboration and multitasking
- Ability to Work Under Pressure
- Salesmanship

LANGUAGE

- English
- Hindi
- Nepali

- Ensuring that all team members are fully trained and briefed on all requirements of their role and function.
- Ensuring all staff are fully competent to perform any role they are deployed to carry out.
- Preparing reports and briefings
- Gathering and recording required information and ensuring all required administrative tasks are accurately completed.



TRAININGS & SEMINARS

- **KYC Requirements: A crucial element of AML Compliance in the UAE**
PRO AML
- **Customer Service, Cash Handling, Anti Money Laundering Business Development Training**
Al Dahab Exchange Head Office, Baniyas Square, Dubai UAE



ACHIEVEMENTS

- **Best Performing Customer Service – Al Dahab Exchange**
Hitting branch monthly targets and incentives