

SHWETA MALIK

Assistant Manager/Customer Service Executive

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SUMMARY

I hereby submit my application for any suitable job in your organization with extreme hope and give me a change to prove my ability under your kind guidance and control. I am furnishing my CV for your kind perusal and feel sure that your good self will find my qualification just suitable for job requirement.

SKILLS

AML KYC Cash Handling Strong Communication

Problem Solving

EDUCATION

M.Com

M.Com

2014 - 2016 Meerut India

- Chaudhary charan singh university
- Meerut India

B.Com

Chaudhary charan singh university

2011 - 2014 Meerut India

LANGUAGES

English
Advanced



Hindi
Advanced



Urdu
Advanced



EXPERIENCE

Deputy Branch Supervisor

Hadi Express Exchange

06/2022 - Present Fujairah Branch, UAE

- Responsible for processing currency exchange transactions accurately and efficiently
- First point of contact for customers and are responsible for providing excellent customer service, including answering questions, addressing concerns, and resolving issues in a timely and professional manner
- Ensure that all transactions comply with relevant laws and regulations, including anti-money laundering (AML) and know your customer (KYC) regulations
- Maintain accurate records of all transactions and ensure that all necessary documentation is completed

EXPERIENCE

Retail Cashier

Nesto Hypermarket

📅 02/2021 - 01/2022 📍 Ajman UAE

- Answer customer questions and provide information on procedure and policies
 - Assist customers by providing information and resolving their complaints
 - Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers or optical price scanner
 - Greet customers entering establishment
 - Issue receipts, refunds, credit or change due to customers
 - Maintain clean and orderly checkout areas
 - Process merchandise returns and exchange
 - Receive Payments by cash, cheque and credit cards, vouchers or automatic debts
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Bank Teller

Axis Bank

📅 04/2019 - 01/2021 📍 Meerut, India

- Greetings with customers
- Face to face services
- Handling opening and closing accounts
- Handling customer concerns and try to solve customer complaints
- Handling cash deposits and withdrawals
- Build relationship with the customers