

Abu Dhabi

971-504599279

adhikarathvisakh@gmail.com



VISAKH ADHIKARATH

A skilled and versatile professional with a strong foundation in remittance operations and accounting, coupled with a commitment to exceptional customer service and regulatory compliance. I am well-equipped to contribute to the success of remittance operations and financial management within the organization.

Experience

JAN 2025 - PRESENT

Customer Relationship – ROA The Digital Agency UAE

Preserving solid client ties to guarantee their loyalty and happiness. answering consumer questions, addressing grievances, and offering thorough product or service information. To enhance customer experiences, collect feedback from customers, examine trends, and work with the sales and marketing departments.

SEP 2022 – NOV 2024

Accountant cum Branch In-charge, NAFEX, Budaiya, Bahrain

- Processed day-to-day remittance transactions, including domestic and international transfers, money orders, electronic fund transfers, and opening & closing procedures accurately and efficiently.
- Managed accounting tasks such as recording remittance transactions, reconciling accounts, and preparing financial reports.
- Identify and assess risks associated with branch operations, such as currency fluctuations, security threats, or regulatory changes.
- Ensure compliance with regulatory requirements, including anti-money laundering (AML) and know your customer (KYC) regulations.
- Conduct regular audits and reviews to ensure adherence to compliance standards and mitigate risks associated with money exchange operations
- Identify opportunities for business growth and expansion, such as introducing new products or services, targeting new customer segments, or expanding geographic reach.
- Develop and implement marketing strategies to attract new customers and retain existing ones.
- Collaborate with other branches or departments within the organization to share best practices and coordinate efforts and invoice processing.
- Assisting with the tracking and classification of business expenses while making sure that they are accurate and adhere to accounting guidelines

DEC 2021 – MAY 2022**Accountant Creative Mora. Malappuram, Kerala**

- Efficiently and accurately entering financial data into spreadsheets.
- Supporting the preparation of vendor payments, tracking of client payments, and invoice processing.
- Assisting the tracking and classification of business expenses while making sure that they are accurate and adhere to accounting guidelines.
- Helping with timesheet verification, hourly wage calculation, and payroll report preparation.
- Maintaining track of and organizing accounting records, invoices, and receipts.
- Providing support in the preparation of cash flow, income, and balance sheets, among other financial statements, and helping auditors throughout internal or external audits by supplying the necessary records, justifications, and assistance.
- Assisting with filing, answering phones, and basic administrative tasks for the accounting department.

SEP 2020 – DEC 2021**Customer Relationship Officer Addon Production House. Thrissur, Kerala**

- Interacting with clients by phone, email, chat, or in-person to answer questions, offer support, and handle problems quickly and expertly.
- Gaining a thorough grasp of the company's offerings and supplying product details, outlining features and advantages, and assisting clients with the sales process to support their decision-making.
- Spotting chances to provide clients with more goods or services in accordance with their requirements and preferences to boost revenue and customer value.
- Working together to establish a unified approach to customer relationship management by coordinating activities with various departments, including product development, sales, and marketing.
- Creating reports on contacts with customers, their degree of happiness, and key performance indicators to monitor development, spot problem areas, and guide decisions.

MAY 2018 – AUG 2020**Office Assistant Design Pendant. Thrissur, Kerala**

- Delivering broad administrative support, such as correspondence management, appointment scheduling, and meeting coordination, to guarantee smooth office operations.
- Answering incoming calls and emails, forwarding questions to the relevant staff, and offering support or information when required.
- Entering and keeping up-to-date accurate data in a variety of databases and systems, such as inventory lists, client information, and staff records and tracking expenses and getting reimbursed, which includes gathering receipts and creating expense reports.
- Working together to support cross-functional tasks and projects with co-workers and other departments.
- Supporting the office and organizational objectives by helping with a variety of ad hoc chores and special initiatives as needed.

JUNE 2016 – MAY 2018

Activation Officer Tata Docomo, Bangalore, Karnataka

- Ensuring that consumers' new services, SIM cards, or items are activated without a hitch and following corporate policies.
 - Corresponding with clients to obtain information, clarify activation procedures, and answer any queries or worries they might have.
 - Checking consumer papers to make sure it comply with regulations, including address and identification credentials.
 - Assisting clients with any difficulties or mistakes they may have during the activation process, resolving issues, and, if necessary, elevating complex issues to higher-level assistance.
 - Contact consumers again to check on their satisfaction, respond to any new requirements or inquiries, and get their opinions on the activation process.
 - To monitor performance and pinpoint areas for development, reports on activation metrics—such as activation success rates, turnaround times, and customer feedback are generated.
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Education

Bachelor's Degree - Bachelor of Business Administration Bharathiar University, Coimbatore

Skills

- Accounting
- VAT
- Corporate Tax
- Microsoft Office
- Spreadsheets
- KYC
- Remittance and Invoicing