



# TERIN P THOMAS

ASSISTANT SUPERVISOR

📍 Satwa Roundabout, Dubai, United Arab Emirates

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## ABOUT ME

3 years experience in Supervisory Level in a well noted Exchange in UAE and 2 years experience in Customer Service & Office Assistant role which helps to manage group of people in a professional way.

## SKILLS

EXPERT IN COMPUTER APPLICATIONS

EXCELLENT IN COMMUNICATION

TRACK RECORD OF QUICK AND QUALITY DECISION

## LANGUAGES

ENGLISH

HINDI

MALAYALAM

TAMIL

## PERSONAL DETAILS

**Date of birth**  
22 Jan 1996

**Nationality**  
Indian

**Visa status**  
Passport No: N6395804

**Marital status**  
Married

## WORK EXPERIENCE

### REDHA AL-ANSARI EXCHANGE

Sep 2021 - Present

#### Assistant Supervisor

- Attend customer complaints take appropriate decision and report the same to manager.
- Co-ordinate Customer service and Front office operations.
- Preparation of daily reports to manager.
- Report any suspicious customer transaction/activity to the BCO/MLRO
- Support Day closing, Month closing of transactions and targets.
- Verification of security system in the branch on daily basis and report the same to the line head.

### TECLINIC SOLUTIONS

Jun 2019 - Jul 2021

#### Customer Service and Office Assistant

- Direct the clients in proper who enquires through Phone and Email
- Support the guests and help them check in.
- Maintain the documents in proper
- Other works as and when assigned by the team head

## EDUCATION

OUR COLLEGE OF APPLIED SCIENCE, THIMIRI, KANNUR UNIVERSITY

#### Bachelor of Computer Applications

ST. THOMAS HSS, THOMAPURAM, BORAD OF HSC GOVT. OF KERALA

#### Higher Secondary Education