

VISHNU JAYAPRAKASH

Phone | +971 58 279 4723 Email | vishnujp84@gmail.com Location Dubai, UAE
Visa Status | Visiting Visa

PROFESSIONAL SUMMARY

Top- Performing, adaptable, responsible and able to provide clear solutions to enhance and sustain customer satisfaction thereby drive business growth.

COMPUTER PROFICIENCY

- WELL VERSED IN MS WORD, EXCEL,
- POWERPOINT AND OUTLOOK
- GOOD INTERNET PROFICIENCY
- TALLY 9.2

WORK EXPERIENCE

CUSTOMER SERVICE/ BRANCH INCHARGE (DECE 2022 - APRIL 2025) AL GHURAIR EXCHANGE SHARJAH

Job Responsibilities

- Process the transactions, foreign currency exchange, money transfers of all kinds and collection of payments inward remittance payments.
- Balances transactions and ensure that no shortage and overages, no double postings and misclassifications.
- Solves problem items and answer customers inquiries.
- Adheres to the AML policies, regulatory requirements and other policies of the company and audit compliance of the Central Bank.
- Handling customers with different demographics without any bases on nationality, color and income.
- Maintaining sound relationship with the customers
- Adherence to a complaint-free and fast. but error free delivery of services.
- Offering excellent customer service and cross selling the products and services.
- Observing high level of cooperation with the colleagues, with Brach in charges and with all the support units.
- Delivering an excellent service and maintain branch operations complaint, safe and secure Ensure security guidelines (Alarms, Cameras, Fire Extinguisher)
- Controls the branch's key movement.
- UAE local pension processing and new company registration.
- Transfers balanced cash collections to the branch in charge and generates necessary closing reports.
- Report to the respective departments about any administrative, marketing, human resources issues.
- Accept the cash for deposits from WPS customers and creating WPS files for uploading

SAJWANI EXCHANGE DUBAI UAE POSITION - BRANCH IN CHARGE (2019 TO 2022)

Job Responsibilities

- Attended AML/CFT Training workshop and Awareness of Central Bank Rules and Regulations
- Screening transaction through Dow Jones Risk and Compliance system
- Email drafting and handling of customer complaints
- Trained new employees regarding money exchange procedures and cash drawer handling
- Preparation and authorization of swift transactions and IBAN transactions
- Sending reports to Compliance department
- Transaction Screening and Authorization.
- Preparing STR report.
- Verification of new customer registration
- Preparation of KYC and EDD for required transactions.

Job Responsibilities

- Ensure that all process and transactions on day-to-day activities will adhere to the AML policies, UAE Central bank regulations and other policies of the exchange.
- Quote unit exchange rates, following daily international rate sheets or computer displays.
- Maintains customer confidence and protects exchange operations by keeping information confidential.
- Handling customer queries with different demographics related to products and services.
- Ensure that all process and transactions on day-to-day activities will adhere to the AML policies, UAE Central bank regulations and other policies of the exchange.
- Assisting the manager in strategic formulation of plans for achieving the Quarter and Annual targets.
- Creation of Shift Roasters for the daily shifts.
- Contributes to team effort by accomplishing related results as needed.
- Sale and Purchase of foreign currency at prevailing exchange rate.
- Manage and handle the cash/cheque transactions at the counter and ensure the delivery of quality service to customer. Accept the cash for deposits from WPS customers.
- Prepare MIS and cash in Hand report at the end of duty.
- Handle the remittance services like ICTC, TRANSFAST, WU, EZETOP, IME RIA and FXPLUS.
- Carry out smooth and error-free transaction and attend the queries, complains with high degree of accuracy.

PGK DISTRIBUTERS, INDIA

Job Responsibilities

- Telephonic Conversation with Clients and Suppliers
- Document Controlling and payment follow up
- Preparation of local purchase orders and Quotations
- Day to Day Accounts Management
- Posting of account entries
- Payroll accounting
- Accounting payables and Receivables

ACHIEVEMENTS

Job Responsibilities

- PGDFA Accounting Diploma Certificate
- Best new comer award from Sajwani Exchange SEP 2018

EDUCATION

- Bachelor of Commerce [B.com] Kerala University 2015
- Higher Secondary Education Government of Kerala 2012
- Secondary School of Leaving Certificate Government of Kerala 2010

ADDITIONAL INFO

Nationality : Indian
Marital Status : Single
Languages Known : English, Malayalam, Hindi, Tamil
Driving Licence : Yes

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(VISHNU JAYAPRAKASH)