



REEMA GURUNG



Contact

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BURJUMAN , DUBAI

Education

Bachelor of Arts

Sonada Degree College (NBU)
06.2011-03.-2014

Sonada Higher Secondary
School
2008 -2010

Skills

- . Communication
- . Active listening
- . Empathy
- . Warmth
- . Problem-solving
- . Dedication
- . Time management
- . Stress management
- . Product knowledge
- . Customer relationship



Objective

I am qualified professional with 6 years experience. I am energetic, proficient and self motivated professional with Excellent communication , presentation skills and responsibility for Maintaining friendly and professional customer interactions, Greeting customer entering the sore to ascertain what each customer requires, Asking open-ended question to assess customer needs , Answering phone calls by addressing customer inquires ,solving problems, and providing new product information .

Work Experience

APRIL 2021

- Present

WALL STREET EXCHANGE LLC.

CUSTOMER SERVICE SPECIALIST/TELLER

- 1. Process successful transactions for Money Exchange, Remittance, Western Union, Instant Cash, Instant Draft & Value Added Products.In a day we are doing more than 100 transactions.
- Be fully conversant and identify customer needs and cross-sell against the various products
- Ensure all duties are carried out in accordance with the stipulated business and Anti- Money Laundering policies and procedures.
- Treat customer information with appropriate levels of confidentiality
- Drive revenue through delivering service excellence, cross-selling, and identifying growth leads.
- Extend superior customer service by attending to customer queries, complaints, amendments, and cancellations as per procedures
- Develop and build good relationships with the customers.
- Identify and report any suspicious customer activities to the relevant departments.

UAE EXCHANGE CENTER LLC

DEC 2015 -MAR 2022

CUSTOMER SERVICE EXCELLENCE

Responsibilities:

- 1 .Execute remittance transactions for Bank Transfer & Instant Money transfers for individual and corporate Customer.
Selling and purchasing different types of foreign currency as per the company buying and selling rates
2. Selling of go cash cards (multi currency card)
3. Ensure the correct receipt/ payment of cash and accurately credit /debit the customer's account and .

2013 - 2015

PANTALOONS RETAIL

Customer Representative

Responsibilities

Greeting and directing customer ,providing accurate information product features,pricing and after sales services,Answering customer question about specific products/services.cuross selling products,INDIA

PERSONAL DETAILS

Birthday: 09/11/090
Nationality: Indian
Gender: Female
Marital Status: Married
Passport Number: M2848194
Expiration Date: 10/15/2024

LANGUAGES

English -
Nepali -
Hindi -
Bengali -