

SAFANA SAINUDDIN

Customer Service / Teller / Administration

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EXPERIENCE

Customer Service Administrator

Lulu International Exchange L.L.C UAE

10/2018 - 12/2021 AI Ain, United Arab Emirates

- Provided excellent customer service by assisting clients with foreign currency exchange, remittance services, and other financial transactions.
- Handled large volumes of cash and ensured accuracy in daily reconciliation.
- Maintained strict compliance with AML (Anti-Money Laundering) and KYC (Know Your Customer) regulations.
- Promoted financial products and services, contributing to increased branch sales.
- Managed customer queries and resolved complaints professionally and promptly.
- Supported team targets through efficient service delivery and upselling where appropriate.
- Balanced daily cash drawers and prepared end-of-day financial reports for management review.
- Ensured high levels of customer retention through friendly, efficient, and professional service.
- Educated customers about exchange rates, charges, and financial product offerings.
- Handled Western Union and other money transfer platforms efficiently.

PERSONAL SKILLS

Customer Service Multi-tasking Problem Solving

Interpersonal Skills Technical Proficiency

Effective Communication Time Management

Attention to Detail Computer Literacy

Conflict Resolution Skills Adaptability

Organizational Skills Emotional Intelligence

Analytical Thinking Teamwork

SUMMARY

Highly focused and dependable Customer Service & Administration Professional with over 3 years of experience in a reputed financial institution. Proven expertise in teller operations, client relations, cash management, and general administrative support. Demonstrated ability to manage end-to-end customer service processes, including account handling, issue resolution, and compliance with banking protocols. Extremely motivated to grow professionally and continuously develop new skills. Confident in contributing innovative ideas to improve service quality and team productivity.

LANGUAGES

English Proficient

Hindi Proficient

Malayalam Native

Tamil Proficient

EDUCATION

BBA (CGPA 3.5)

Sahrdaya College of Advanced Studies

2015 - 2018 Thrissur, Kerala

Higher Secondary CBSE with 79%

Sn Vidya Bhavan, Chentrapinni

2012 - 2015 Thrissur, Kerala

High School CBSE with 72%

Al-Ain Juniors School

2012 - 2013 AI Ain, UAE