



Badhusha Sathar

Customer Service and Financial Operations Support | UAE-Based Professional

Location: Dubai, UAE (Visit Visa – Immediate Joiner)

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Nationality: Indian

Professional Summary

Detail-oriented and service-driven professional with 6+ years of experience in customer engagement, POS/ERP system support, and financial documentation. Adept at handling remittance workflows, foreign exchange transactions, and Wages Protection System (WPS) operations. Committed to delivering secure, accurate, and customer-centric financial services. Eager to contribute to Index Exchange's mission of proactive service and innovation in the remittance industry.

Professional Experience

Audit Assistant – J and K Associates

Kerala, India · Feb 2024 – Jun 2025

- Reconciled financial records and supported internal audits for SME clients
- Automated reporting using Excel and flagged documentation inconsistencies
- Ensured compliance with regulatory standards and internal controls

Service Engineer – Fortune Services

Kerala, India · Sep 2018 – Dec 2021

- Installed and maintained POS/ERP systems across retail outlets
- Trained staff on billing and payment workflows
- Documented service logs and collaborated with finance teams

Office Attendant – KSFE Ltd.

Kerala, India · Feb 2022 – Jan 2024

- Managed front-desk operations and courier handling
- Supported customer service and file documentation

Data Analytics Trainee – Med Tour Easy

Kerala, India · Mar 2025 – Apr 2025

- Created dashboards using Power BI for billing and payment data
 - Validated datasets and supported financial reporting
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Education and Certifications

Bachelor of Technology – Computer Science & Engineering

Axis College of Engineering, Kerala

- Power BI Data Analyst Associate – Microsoft (2025)
 - Tally ERP with GST – Kerala Rutronix (2021)
 - Excel for Data Preparation – Coursera (2024)
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Skills and Tools

- Customer Service and Complaint Resolution
 - WPS Operations and Remittance Support
 - POS and ERP System Support
 - Excel, Power BI, SQL
 - Multilingual: English, Hindi, Malayalam
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Additional Details

- Visa Type: Visit Visa (UAE)
- Availability: Immediate
- Location Preference: UAE (Open to relocation)