


RINTOO BIJU
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Career Objective

I am seeking a full time position in office administration including customer service , where I can use my knowledge and skills for fulfilling the organisation objectives.

Internship And Experience

- **Lari Exchange** January 2025 -
Customer service Officer
I have worked in Lari Exchange as a Customer Service Officer and Customer and Corporate Relationship Officer.

Roles and Responsibilities :

Customer & Corporate Relationship Officer

- In Customer and Corporate Relationship team my role was to review all the individual and Corporate profiles created for Transactions by the Customer Relationship Officer and rectify the mistakes if any.
- Creating Individual and Corporate profiles for both individual and Corporate customers for making transactions.
- Conducted Outward/Inward Remittance Transactions. Conducted Lari card Creation and Delivery services.
- Conducted Western union money transfer, Payout and Instant cash transactions. Conducted Forex transactions to Customers.
- Conducted Bill collection services using utility services.
- Conducted salary payment through WPS to corporate customers through Larex software.
- Conducted Company registration services for the Corporate customers. Handling Customer Complaints and resolving issues promptly.

- **Unimoni Exchange, India** 01/07/2023 - 01/08/2024
Customer service Representative
Worked as Customer Service Representative in unimoney for 1 year and 1 month performed the following
 - Performed various duties related to Buying and selling of currencies.
 - Maintain accurate records of customer interaction and transaction.
 - Selling of travel card, gold loan, unimoney wallets.
 - Assist the customers by explaining the various services offered such as Currency Exchange Rates, Money Transfer and related products.
 - Handling Customer Complaints and resolving issues promptly.

- **Omega Healthcare Pvt Ltd.** 13/07/2022 - 28/01/2023
HR Intern
Worked as HR Intern in the Healthcare sectors at Kerala and Chennai, India for 4 months.
Duties and Responsibilities

- Resume Scanning of the Candidates.
- Data Tracking of the Candidates.
- Conducted Versant Test for the Candidates.
- Conducted GD and Interview for the Candidates.
- Training of the New Interns.

Certificates

- Certificate of Achievement in Advanced Excel (Microsoft).
- NPTEL Certification in Strategic Sales Management.
- Certification in Financial Services conducted by Hedge School of Applied Economics.

Education

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| • St.Joseph's College of Engineering and Technologyology, Palai
MBA (HR and Marketing) | 2021-2023 |
| • Catholicate College, Pathanamthitta
B COM | 2015-2018 |
| • The Model School, Abu-Dhabi
PLUS TWO | 2014-2015 |
| • The Model School Abu-Dhabi
SSLC | 2012-2013 |

Skills

- Excellent Communication skills
- Excellent Analytical and Leadership Skills.
- Excellent Presentation Skills.
- Ability to work Under pressure.
- Multi Tasking Ability and Excellent Computer skills.

Interests

- Travelling
- Sports

Languages

- English
- Hindi
- Malayalam

Reference

- References can be furnished upon request