



# CHANDANI PATIL

## Remittance Officer Cum Customer Service

### Profile

Experienced Remittance Officer, Sales Associate and Customer Service Executive skilled in AML compliance and customer satisfaction. Seeking to apply +9 years of expertise in Exchange House operations to drive organizational success.

### Work Experience

#### Alfardan Exchange

Dec 2022 - NOV 2024

Customer Experience Officer

- Remittances via wire and swift transfers across globe
- Money transfer through IMT services across globe
- Handles corporate transactions
- Handling Foreign currencies purchase and sale
- Cross selling travel cards, Ezetop, national bonds and all other services
- Wps registrations, management and disbursement of payees salary cards
- Sending credit confirmation for executed transactions through cheques and online payments
- Providing Value-Added Services (VAS) such as utility payments, mobile top-ups, bill payments, wealth management, government payment collections, and corporate cash collections.

#### UAE Exchange

Aug 2018 - July 2022

Cashier & Junior Sales Associates

- Managed National Bonds issuance/redemption, Platinum ticket bookings, and FGB redemptions. Served as Kiosk assistant, lobby manager, and handled customer queries and remittances

#### Al Rostamani International Exchange

Cashier

Jan 2014 - Mar 2017

- Handled customer queries, remittances, and foreign currencies. Introduced new products and services, issued Gold Cards, and managed Wages Protection System (WPS) for salary uploads and Salary ATM C3 cards. Gained experience in AML policies.



### Achievement

- Appreciation Certificate from Al Rostamani Exchange for best service performance in Dubai Service Excellence Scheme (DSES) 2015



### References

Available upon request.



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AI QUSAIS, DUBAI

### Education

#### Master of Arts- Goa University

2010 -2012

#### Bachelor of Arts- Goa University

2007 - 2010

### Skills & Abilities

Strong customer service skills  
AML Compliance and regulatory knowledge  
Financial product knowledge  
Cash handling and management  
Multitasking and time management  
Communication and interpersonal skills  
Problem-solving abilities  
Attention to detail

### IT Skills

Good understanding of Microsoft  
Office Management

### Trainings

AMLCFT Training

LIC Agent Training

### Personal Profile

Date of Birth - 5th APRIL

Nationality - Indian

### Language

• English • Hindi • Konkani • Marathi