



CONTACT

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Dubai, United Arab Emirates

EDUCATION

BACHELOR OF COMMERCE (B.COM)
UNIVERSITY OF CALICUT
(SEPTEMBER 2004)

CERTIFICATION

- GOLD AWARD FOR EXEMPLARY PERFORMANCE BY CUSTOMERS (RAKBANK, DUBAI - NOVEMBER 2023)
- CERTIFIED IN CUSTOMER SERVICE FROM SPEARHEAD TRAINING, WALLSTREET, DUBAI (JUNE 2012)
- CERTIFIED FOR DUE DILIGENCE WITH ANTI MONEY LAUNDERING REGULATION (REF 24/2000) OF CENTRAL BANK OF UAE, WALLSTREET, DUBAI (MAY 2007)

SKILLS

- Customer Service Excellence
- Banking Operations
- Cash Handling
- Transaction Processing
- Problem Solving
- Communication Skills
- Cross Selling
- Cheque Clearing
- Driving Skills

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Malayalam (Fluent)
- Arabic (Basic)

SUSEEL NAIR

PROFILE

PROFESSIONAL SUMMARY

Experienced customer service representative with a robust background in banking operations and retail experience and as a teller. Adapt at managing financial transactions, providing exceptional customer service, and maintaining accurate records

WORK EXPERIENCE

RAKBANK, Dubai

Feb 2017 - till date

Customer Service officer | Teller | BOR/ KYC Remediation Officer

- Provided high-level customer service, addressing inquiries and resolving issues promptly.
- Carried out all branch tasks, ensuring all activities are completed within timescales and with a high degree of accuracy, while providing excellent customer service to both external and internal customers and adhering to all appropriate processes and procedures.
- Acted as a customer service manager, as directed by Branch in the absence of the CSM.
- Performed any other duties or tasks as required or instructed by the branch manager to support the smooth operation of the branch.
- Review and analyze the business client's KYC form and also engaged in follow me up with the RM, preparing risk score, PEP etc.

Wall Street Exchange

15th Jan 2007 - 2nd Feb 2017

Single Window

- Cashier Responsibilities & Purchase/Sale of foreign currencies and exposed to large volumes of cash handling.
- Processing Inward/Outward money transfers (Instant Cash & Western Union)
- Managing customer relations.
- Branch-in-charge in the absence

AL RAZOUKI INTERNATIONAL EXCHANGE LLC, Dubai

15th July 2006 - 20th Nov 2006

Clerk

- Processing inward/outward money transfers
- Preparing office invoice documents

EMIRATES INDIA INTERNATIONAL EXCHANGE

26th Nov 2006 - 14th Jan 2007

Clerk cum Cashier

- To transact buy & sell of currencies.
- Processing Inward/outward money transfer

CLOSEUP BUILDING MAINTENANCE LLC, Dubai

16th July 2005 - 23rd Feb 2006

Office Clerk General

- Preparing invoices and quotations
- Coordinating with subcontractors and employees
- Handling office petty cash, arranging transportation for employees and preparing daily laborers' time sheets.

REFERENCE

Jamal Suroor
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