



JITHUN RAJ URANGATT

Customer Service Representative

Dubai, UAE

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Visa status: On visiting visa up to September 4TH 2025

SUMMARY

Results-driven Customer Service Executive with 6 years of experience providing exceptional client support across diverse industries. Skilled in managing customer interactions, resolving complex issues, and maintaining long-term relationships through proactive communication. Adept at using CRM tools, handling escalations, and delivering tailored solutions that improve customer retention and satisfaction. Recognized for professionalism, patience, and efficiency in fast-paced environments while consistently meeting performance metrics and contributing to business growth.

EXPERIENCE

❖ Officer, ESAF Small Finance Bank

Aug 2023 — May 2025

Pulikkal, Malappuram, Kerala

- Successfully managed daily cash transactions with 100% accuracy and zero discrepancies.
- Handled high-volume cash operations while consistently balancing registers at the end of shifts.
- Reduced cash handling errors by implementing improved verification and reconciliation practices.
- Recognized for maintaining strict adherence to company policies and security procedures in handling cash.
- Processed refunds, exchanges, and payments efficiently, ensuring customer satisfaction and compliance.
- Assisted in training new team members on safe and accurate cash handling procedures.
- Achieved a record of zero cash variances over 3years

❖ Branch Operation Executive, Kosamattam Finance

Mar 2020 — May 2023

Chelari, Malappuram, Kerala

- Streamlined daily branch operations, ensuring compliance with company policies and regulatory standards.
- Successfully managed cash operations, vault balancing, and end-of-day reconciliation with 100% accuracy.
- Reduced customer wait times by implementing efficient queue management and workflow processes.
- Coordinated with cross-functional teams to resolve operational bottlenecks, improving branch efficiency.
- Ensured smooth onboarding of new accounts and loan processing with minimal errors.

- Achieved zero audit discrepancies during internal and external audits through strict compliance monitoring.
- Supported branch profitability by identifying process gaps and contributing to cost-saving measures.
- Trained and supervised junior staff on branch policies, compliance, and customer service excellence.

❖ **ACCOUNTANT, Safiya travels**

Jun 2019 — Mar 2020

Kondotty

- Financial reporting
- General ledger management
- Account reconciliation
- Budgeting and forecasting
- Tax preparation and planning

SKILLS

- | | |
|---|---|
| ▪ Branch operations management | ▪ Audit preparation & reporting |
| ▪ Cash handling & reconciliation | ▪ Risk assessment & fraud prevention |
| ▪ Vault & ATM management | ▪ Policy & procedure adherence |
| ▪ Transaction processing accuracy | ▪ Customer query resolution |
| ▪ Account opening & KYC compliance | ▪ Complaint handling & service recovery |
| ▪ Regulatory compliance (AML, KYC, CDD) | ▪ Client relationship management |
| ▪ Cross-selling of banking products | |

EDUCATION

- | | |
|---|-------------|
| ❖ Govt. Arts & Science College, University of Calicut | 2014 — 2017 |
| <i>BA, History</i> | |
| ❖ Govt. Arts & Science College, University of Calicut | 2017 — 2019 |
| <i>MA, History</i> | |

NATIONALITY

- ❖ Indian

LANUAGE

- | | |
|-------------|--------|
| ❖ English | Expert |
| ❖ Malayalam | Expert |
| ❖ Hindi | Expert |
| ❖ Tamil | Expert |