

RINTOO BIJU



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Abu Dhabi, UAE

EDUCATION

- MBA (HUMAN RESOURCES AND MARKETING) (2021-2023)**

St. Joseph's College of Engineering and Technology, Palai

- BACHELOR OF COMMERCE (B.COM) (2015-2018)**

Catholicate College, Pathanamthitta

- HIGHER SECONDARY (2014-2015)**

The Model School, Abu Dhabi

- SECONDARY (2012-2013)**

The Model School, Abu Dhabi

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

SOFT SKILLS

- Communication
- Customer Service
- Problem Solving
- Teamwork
- Time Management
- Attention to Detail
- Adaptability

PROFILE SUMMARY

A dedicated and customer-focused professional with hands-on experience in financial services, customer support, and HR coordination. Skilled in handling money exchange operations, corporate services, and client relationship management with accuracy and efficiency. Known for clear communication, problem-solving, and maintaining strong client satisfaction. Always eager to learn, adapt, and contribute to team success in fast-paced environments.

WORK EXPERIENCE

CUSTOMER SERVICE OFFICER / CUSTOMER & CORPORATE RELATIONSHIP OFFICER (JAN 2025 - PRESENT)

LARI EXCHANGE, UAE

- Reviewed and corrected customer profiles for transactions.
- Created individual and corporate profiles for remittances.
- Handled outward and inward money transfers.
- Managed Lari Card creation and delivery.
- Processed Western Union, Instant Cash, and Forex services.
- Collected utility bill payments from customers.
- Carried out salary transfers through WPS using Larex software.
- Registered new companies for corporate clients.

CUSTOMER SERVICE REPRESENTATIVE (JUL 2023 - AUG 2024)

UNIMONI EXCHANGE, INDIA

- Handled buying and selling of foreign currencies.
- Maintained accurate records of customer transactions.
- Sold travel cards, gold loans, and digital wallets.
- Explained currency rates and services to walk-in customers.
- Managed and resolved customer service issues.
- Assisted in smooth daily operations of the branch.

HR INTERN (JUL 2022 - JAN 2023)

OMEGA HEALTHCARE PVT LTD, KERALA & CHENNAI, INDIA

- Scanned resumes and shortlisted suitable candidates.
- Maintained candidate data and interview tracking.
- Conducted Versant tests and group discussions.
- Helped schedule and coordinate interviews.
- Trained newly joined interns in basic tasks.
- Supported recruitment and onboarding activities.

LANGUAGES

- English
- Hindi
- Malayalam

TECHNICAL SKILLS

- Money Exchange Operations
- Remittance Processing
- Forex Transactions
- WPS Salary Processing
- Profile Management
- Western Union & Instant Cash Services
- Bill Collection & Utility Payments
- Customer Relationship Management
- Data Entry & Documentation
- Microsoft Office (Word, Excel, Outlook)

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