



## **ARPAN PRADHAN**

Abu Dhabi, UAE

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### **PROFESSIONAL SUMMARY**

A meticulous and compliance-driven professional with over 6 years of experience in high-volume customer service, cash handling, and financial transactions. Proven expertise in adhering to strict AML policies, achieving 100% accuracy in processing remittances, and delivering exceptional customer service. Seeking to leverage my supervisory skills and keen eye for detail as a Remittance Clerk to ensure efficient, secure, and compliant operations.

### **KEY SKILLS**

- **AML Compliance & Procedures:** Strict adherence to Anti-Money Laundering rules and policies. Expert in collecting, verifying, and filing all required transaction supporting documents.
- **Remittance Processing:** Accurate and efficient processing of financial transactions with a proven 100% accuracy record in cash handling.
- **Customer Relationship Management:** Skilled in the SGOT Rule (Smile, Greet, Offer, Thank), resolving complaints independently, and cross-selling services.
- **Documentation & Filing:** Proficient in maintaining a uniform filing system and managing document transfer protocols to the warehouse.
- **Technical Proficiency:** MS Office Suite (Excel, Word, PowerPoint), POS systems, data entry, and billing software.
- **Languages:** English (C2 Proficiency), Hindi (Native)

### **PROFESSIONAL EXPERIENCE**

Cashier and Supervisor | Proper Food Company | Abu Dhabi, UAE | Mar 2022 – Aug 2025

- Ensured 100% compliance with company financial and operational procedures, mirroring the diligence required for AML standards.
- Supervised a team of 5-10 staff per shift, emphasizing accuracy, professionalism, and strict adherence to protocols.

- Processed over 84+ daily cash, credit, and cheque transactions with 100% accuracy, demonstrating precision essential for remittance processing.
- Collaborated with teams to uphold the highest standards of operational efficiency and hygiene.

#### Cashier | Raju Ji Restaurant | Abu Dhabi, UAE | Feb 2020 – Feb 2022

- Handled a high volume of transactions during peak hours with zero errors, showcasing ability to perform under pressure.
- Addressed and resolved customer inquiries and complaints promptly and independently, ensuring high satisfaction.
- Managed front-desk operations, maintaining an organized and clean workspace as per company guidelines.

#### Cashier & Multi-Tasking Staff | Indane Gas Agency | India | Feb 2018 – Jan 2020

- Operated cash registers and handled financial transactions accurately.
- Assisted in stocking and organization, ensuring a systematic and orderly work environment.
- Followed company policies and security procedures meticulously.

#### Front Desk Receptionist | Lemon Tree Hotel | Siliguri, India | Apr 2016 – Jan 2018

- Managed guest check-ins/outs, billing, and reservations, handling sensitive customer data with discretion.
- Performed administrative tasks including data entry and filing, maintaining organized records.
- Answered telephone calls and provided accurate information to guests.

### **EDUCATION & CERTIFICATIONS**

- Bachelor of Arts – Indira Gandhi National Open University (IGNOU), India (2016)
- Diploma in Financial Accounting – Rabindra Nath Tagore National Youth Computer Training Centre, India (2019)

### **ADDITIONAL SKILLS**

- Soft Skills: Problem-solving, Time Management, Active Listening, Team Collaboration, Professional Communication.
- Technical Skills: Proficient in MS Office Suite (Excel, Word, PowerPoint), Data Entry, Billing Software.