

RAJESH PUNNOOSE MATHEWS



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OBJECTIVE

I envisage myself to be part of an organization whose activities include a wide range of service in the field of banking. I wish to be in a position that enables me to make a significant contribution to the organizational growth out of the professional experience and knowledge which I have gained over the years and add value to my job.

SKILLS

- MS Office
- Online Banking application (way4, vision Plus, base24, synergy)

STRENGTHS

- Ability to understand new concept quickly & convert them into effective results
- Always workout for more challenges
- Easily adaptable to new environment & new people
- Good communication skill, positive attitude enthusiasm, self-confident
- Has the courage to do the right things and admit to mistakes
- Accepts change, is positive and willing to learn and improve continuously
- Commits to teams goals and willingly supports others in achieving

LANGUAGES KNOWN

- English
- Malayalam
- Hindi

EXPERIENCE

2016 –
2020

Merchant settlement unit, Network International-ENBD

Job responsibilities:

- Assisting merchants and clients request for manual hold releases.
- To maintain proper balance with the requests received and Headcount available. Correctly and timely assign the BAU activities to the designated staff.
- Ensure accurate checking performed on the Makers activities.
- Identify the opportunity and automate manual processes for unit's process efficiency. Issues raised through remedy application and regular follow-ups to issue closure.
- Align the unit's activities within the team member.
- Have undertaken support on system migration (from Vision Plus to Way4) and other new products.

2012-
2016

Customer Service Executive, Network International-ENBD

Job responsibilities:

- Handling Queries/calls and doing customer service for Third party banks/Merchants communications through mails & fax 24*7 task.
- Third party bank client call quires have been assisted and given clear solution on calls.
- Supporting all merchants and solving their issue as 1st level support and forwarding the queries to the concerned person for any replacement required.
- Ensure high quality of service delivery based on SLA .
- Handling financial calls and manual task handling for authorization, merchants Help Desk, third party call center & POS tech first level support.
- Enable high level efficiency in safe guarding card holder credentials.
- Customers requests logged and assigned to concern team for closure.

2009 –
2012

E-Voucher Sales and Support Executive for POS, Network International-ENBD

Job responsibilities:

- Taking care of E-voucher sales and, signing new & existing customers for e-voucher service. Taking care of Payments, collection and installation.

PERSONAL

DETAILS

- Nationality : Indian
- Date of birth : 20th September 1977
- Marital Status : Married
- Visa Status : Employment Visa
- Driving License : UAE Light Vehicle

- Meeting with merchants on daily basis in order to give details information about E-voucher service .
- Taking care of customers concerns regarding payment, POS issues.
- Merchants were given training for POS usage and how to facilitate the services to their customers. Utmost satisfaction.
- Has given detailed information to merchants regarding DCC and innovative products launched in market.
- Sustained merchant's requirements and enabled high level of service all the times.
- Has under taken projects in assigning merchant acquisition on boarding to carefully check and validate important documents and taking authorized signatures for approval and validation.

ACHIEVEMENTS

- Awarded as star performer of the month in operations for showing high level efficiency in attending acquiring merchants and issuing banks queries and achieving success in operations (May,2014)

DECLARATION

I hereby declare that all the information furnished above are true to the best of my belief.

Rajesh Punnoose Mathews