




 FAVAS V

 Dubai

 +971 526269852

 favas397@gmail.com

EDUCATION

Science, Intermediate

Govt of Kerala Department of
Higher Secondary Education

Malappuram, Kerala
Completed
Mar 2011

General, High School

Govt of Kerala Department of
Secondary Education

Malappuram, Karnataka
Completed
Mar 2009

COMPUTER PROFICIENCY

Windows

MS Office

Adobe PhotoShop

Social Media

Customer Service Officer

PROFILE • ABOUT ME

Dynamic and reliable Customer Service Officer with 4+ Years of UAE experience a in Money Exchange Service in one of the World's Reputed Brand UAE Exchange Center L.L.C. Started as Junior Office and promoted to Foreign Currency Cashier and Dealer. Strong dedication to helping customers resolve issues and cultivating a positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships. Fully committed to following company procedures and winning loyal customers.

WORK EXPERIENCE

Customer Service Officer

Jun 2017

UAE EXCHANGE CENTER L.L.C

- Current

Dubai

United Arab Emirates

- Monitoring and funding of cash balance (both local and FC) and also monitoring foreign exchange rates
- Acting accounting officer by maintaining accounting records of the branch.
- Acting supervisor and maintaining the entire cashier.
- Opening WPS to the corporate for their salary disbursal purpose.
- Assessment of operation risks and recommendation on mitigating those risks.
- Coordinating with all support departments including HR facility management, central operations treasury bank notes, etc to ensure smooth operation of the business.
- Maintaining a good relation with corporate customers.
- Auditing tellers cash drawers both at set times on surprise basis as appropriate,
- Maintaining records and files related to branch running.

Visa Status

Valid UAE Resident Visa

PERSONAL INTERESTS

- Travel
- Driving
- Sports
- Music

PERSONAL INFORMATION

Birthday

05/11/1992

Gender

Male

Marital Status

Single

Nationality

Indian

Passport

K7513350, Expires 06/17/21

PROFESSIONAL AFFILIATIONS

- Diploma in Petrochemical Engineering

Pass Out in 2014 with First Class

State Board of Technical Education and Training Department of Technical Education, Chennai- Tamil Nadu

SKILLS

- Executed customer transaction regarding cash, money orders and money exchange.
- Proficient in dealing with the currencies of 30+ countries.
- Maintained balancing records with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currencies.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisors.

Languages



English



Russian



Hindi

DECLARATION

I, FAVAS V, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

FAVAS V

Dubai, United Arab Emirates