



RINSHAD E M

CUSTOMER SERVICE MANAGER

CAREER OBJECTIVE

I can apply my experience, knowledge and skills in the best possible way for achieving the company's goals and there by acquiring new abilities.

CONTACT

+91 9020268181

EMAIL:

rinshadem358@gmail.com

TECHNICAL SKILLS

- MS Office skills- Word, Excel ,Powerpoint. ,outlook
- Tally and other software skills.
- Accounting Skills
- English, Arabic Typing

PERSONAL DETAILS:

- Fathers name: MoideenKunchu
- Nationality: Indian
- Gender : male
- Religion :islam
- Date of birth : 27/08/1997
- Marital status : Married
- Languages known : English, Hindi, Malayalam, Arabic
- Passport No: R4210826

PERSONAL REFERENCE:

Reference upon request

EDUCATIONAL QUALIFICATION

BACHELOR OF COMMERCE (B.COM)
UNIVERSITY OF CALICUT, MARCH 2018

HIGHER SECONDARY
KERALA STATE BOARD,2015

SECONDARY SCHOOL EDUCATION
CENTRAL BOARD OF SECONDARY EDUCATION,2013

Professional diploma course in Accounts And Finance ,2018
Professional diploma course in Typing (English, Arabic)2019
Successfully attended AML training 2019-2022 (Kuwait)

WORK EXPERIENCE

Company Name : ALMULLA INTERNATIONAL EXCHANGE , KUWAIT

Position Held : CUSTOMER SERVICE MANAGER
April 2019

Responsibilities

- ❖ Maintain quality relation with customer and ensure proper customer service
- ❖ Responsible for running day to day activities of branch
- ❖ Check and verify the teller cash, foreign currency at end of the day
- ❖ Manage the staff schedule and ensure duties and responsibilities
- ❖ Handling complaints and solve as soon as possible
- ❖ Issue refund to customer for rejected transactions
- ❖ Verify the KYS details
- ❖ Ensure AML policies
- ❖ Remit high value transaction and Foreign currency exchange
- ❖ Remittance to different countries
- ❖ Cash management
- ❖ Handling new beneficiaries (Arabic & English)
- ❖ Marketing activities like telemarketing, online marketing through media etc...
- ❖ Report the cash balance , documents , activities to Area Manager through mail with attachments

Company Name :ACCOUNTANTS TRAINING ACADEMY ,
MALAPPURAM, KERALA

Position Held :Assistant Accountant
Duration : November 2018 to April 2019

Responsibilities

- ❖ Preparing invoices ,quotations, payment vouchers, deposit slips etc
- ❖ Post required transactions into the system.
- ❖ Checking the attendance and payroll details monthly basis ,process
- ❖ Prepare P&L account in quarterly
- ❖ Maintaining schedule for depreciation of fixed assets.
- ❖ Reports and other duties as do correct and within time

