



RAKSHA

CONTACT



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India



Al Qouz, Dubai, U.A.E.

PERSONAL DETAILS

Father's Name: Sh. Kishan

Date of Birth : 02/07/1997

Gender : Female

Marital Status : Single

Languages : English & Hindi

OBJECTIVE

Seeking a challenging position and team-oriented environment in an organization with an opportunity to grow along with an eye towards self development

WORK EXPERIENCE

2019-present

GCC EXCHANGE. CUSTOMER SERVICE REPRESENTATIVE.

Al Qouz Mall, Dubai, U.A.E.

- Handling bulk cash
- Purchase and sale of foreign currencies
- Handling inflow and out flow cash
- Processing of telegraphic transfers against cheque issuance
- Handling bank transfer against credit cards
- Handling WSP salary disbursement for vrooms companies
- Issuing demand draft telegraphic transfer mail transfer RTGC AND NEFT Transfer
- Working as a western union
- Handling complaints and enquires
- Posting daily vouchers and reporting to the branch manager
- Handling inter Emirates transfer and GCC countries money transfer

Contact center software training

- Money gram
- Western Union
- Instant cash
- GCC remit
- Money Exchange (SYMEX)

2018-2019

BURJ MASAFI EVENT & EXIBITION COMPANY. SUPERVISOR.

Sharjah, U.A.E.

- Resolve customer issues to their satisfaction. Maintain company best practices. Prepare and present employee reviews. Ensuring consistence standard of customer satisfaction.
- Organizing employee schedule. Providing leadership direction to all employees. Supporting store manager as needed.
- Handling incoming & outgoing calls, customer compliance and query.

2018

FOOD HALL FUTURE GROUP. CASHIER TEAM LEADER

Select City DLF, Saket, New Delhi, India

- Responsible for handling store operations and execution of SOP. Responsible for customer satisfaction
- Managing and leading the team towards the target by improving the existing processes and sales
- Consistence towards the team work and development of team members to Step up program
- Suggestive selling food products
- Cash Handling & Banking

PASSPORT DETAILS

Passport No. : S8514657
Issue Date : 01/10/2018
Expiry Date : 30/09/2028
Visa Status : Residence

DECLARATION

I do hereby confirm that that information given here above is true and correct to the best of my knowledge.

Date :
Place :

RAKSHA

2017

MOVENPICK ICE CREAM. CASHIER TEAM LEADER

Select City Walk, Saket, New Delhi, India

- Direct customer dealing. Manage customers inquiries. Maintain cash register, ensuring quantity & quality.
- Collecting customer suggestion products
- Team brief and attendee update, smooth supply ordering
- Cash handling and Inventory Management. Generating sales reports forwarding to the Senior

2016-2017

DROOL WAFFEL. CASHIER.

Select City Walk, Saket, New Delhi

- Cash handling. Inventory Management. Handling customer service inquiries. Update attendance. Generate daily sales report.

EDUCATION

2018

DELHI UNIVERSITY. B.A. PROGRAMME

2015

CBSC BOARD. INTERMEDIATE.

2012

CBSC BOARD. MATRICULATE.

1 year Diploma in Computer Basic & Make-up Artist.

CORE COMPETENCE

- Customer service
- Retail banking
- Cash management
- Sales & marketing management
- Branch operation
- Trained for AML guideline

KEY SKILLS

- Active listening
- Communication
- Computer skills
- Customer service
- Interpersonal skills
- Leadership
- Management skills
- Problem-solving
- Time management
- Transferable skills