**Biji Jamaesh**

Current Location: Deira, Dubai, United Arab Emirates

Contact No: +971 581417394

Visa Status: Work Permit valid till 2023

Email: bijijamesh819@gmail.com

**Summary:**

Customer service representative with an extensive experience in sales and customer service environment; which includes generating new prospects, training existing customers, troubleshooting technical problems and managing/tracking returns, notable positive rapport with customers, fearless in asking for a sale.

|  |
| --- |
| **Key Skills** |

|  |  |  |
| --- | --- | --- |
| * MS Word
 | * Quick Learning ability
 | * Multi-tasking
 |
| * Excel
 | * Communicate clearly
 | Internal & External Audits |
| * Team Player
 | * Problem solving skills
 |
|  |  |
| **Work Experience** |

**Cashier /Customer service Representative (January 2021- Present)**

**Al-Washq Trading , Dubai, UAE**

**Duties and Responsibilities:**

* Handling customer calls in a courteous and business-like fashion.
* Carrying out the branch function of the organization to ensure the day today Functions
* Providing accurate information about client products and services to the caller and educating the callers on how to use clients’ products and services.
* Provide support and advice to other departments in relation to the application of rules and regulations to their function.
* Providing excellent customer service and other duties as assigned
* Promoted the brand loyalty by providing solutions to customers for their needs
* Increased sale of products and track equipment by demonstrating an expertise in our current product assortment
* Proficient in exchanging different currencies
* Maintained balanced record with 100 %rate of accuracy.
* Maintained friendly and professional customer interactions
* Performed all duties assigned by supervisor.

**Cashier**

**KLM Axiva Finvest (NBFC), Bangalore**

**Duties and Responsibilities:**

* Executing regulations regards to compliance.
* Ensuring that all transactions have done with complete KYC and source/purpose documents.
* Responsible for performing extensive enhanced due diligence (EDD) for high-risk customers/large volume transactions.
* Raising ISTR for all suspicious transactions and suspicious activities.
* Liaising with compliance department for enquiries on suspicious transactions report and ensure KYC, CDD implementation
* Responsible for ensuring AML/CFT policies and procedures are applied in all transactions.
* Ensuring proper KYC documents are collected from customers while onboarding customers.
* Executed customer transactions regarding forex cash.
* Proficient in exchanging different currencies
* Maintained balanced record with 100 %rate of accuracy.
* Maintained friendly and professional customer interactions
* Performed all duties assigned by supervisor.

**Branch Staff**

**Muthoot Fincorp Exchange LPC, Kerala, India**

**Duties and Responsibilities:**

* Carrying out the branch function of the organization to ensure the day today Functions are adhering to the governmental regulations and law
* Monitoring and testing of transactions. Monitoring trade-based money laundering.
* Maintain appropriate records and arrange monitoring of suspect accounts periodically.
* Providing periodical training to the entire staffs of the organization
* Advise the business regarding the AML aspects in relation to the development of new products / services in new and existing markets.
* Provide support and advice to other departments in relation to the application of rules and regulations to their function.
* Monitor the performance of the AML Compliance Program and relates activities on a continuing basis, taking appropriate steps to improve its effectiveness.
* Overall monitoring of branch operations.
* Preparing Monthly reports.
* Reviewing and updating all policies and procedures.

|  |
| --- |
| **Previous Assignments** |

* **Customer service- UAE Exchange, Kerala, India**
* **Branch Coordination Staff- KLM Axiva Finvest (NBFC), Kerala India**
* **Sales officer (Credit Cards),** ICICI Bank, Kerala India
* **Sales coordinator- SBI Bank Credit cards, Kerala India**

|  |
| --- |
| **Education** |

* **B.A Hindi Literature,** Kerala University – India

*Nationality:* ***Indian*** *~ Date of Birth:* ***15 May 1987*** *~ Marital Status:* ***Married*** *~ Hobbies and Interests:* ***Playing Indoor games like chess,******Travelling, Reading, Volunteer Work*** *~ Languages:* ***English, Hindi, Malayalam and Tamil*** *~ Passport Details:* ***T9908012 valid till October 2029*** *~ Address:* ***Flat 102 B block, China building, Baniyas Square, Deira, Dubai***