



ADRIN NOEL

Looking forward to enhancing my career. Accomplished Service Officer and Assistant Accountant Supervisor with a proven track record at Al Dahab Exchange and Macabon Moto Hub India Pvt. Ltd. Expert in leveraging data analysis tools and leadership skills to drive compliance, enhance customer satisfaction, and achieve financial objectives. Demonstrated success in risk management and business strategy development, ensuring operational excellence and profitability.

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WORK EXPERIENCE

CUSTOMER RELATION EXECUTIVE, SERVICE OFFICER

Al Dahab Exchange

07/2021 - 05/2024

Dubai, United Arab Emirates

Achievements/Tasks

- Provide exceptional customer service to clients, addressing their inquiries, resolving issues, and Handling and processing various financial transactions, including deposits, withdrawals, fund transfers, and payments. Ensuring accuracy and compliance with regulatory guidelines.
- Possess a comprehensive understanding of the products and services to educate customers and promote appropriate offerings based on their needs.
- Engage in business development activities and community organizations to generate leads and increase the customer base and achieve overall branch targets, demonstrating a results-oriented approach to business development.
- Managed credit card reconciliation processes, ensuring accuracy and timeliness in matching transactions with corresponding statements.
- To audit daily transaction summaries and supporting reports, ensure all day's revenue is recorded, verify computerized Daily Report, and conduct foreign currency cash counts of cashier's floats.
- Utilize various strategies such as cold calling, email campaigns, and referrals to generate leads and convert them into profitable business relationships.
- Ensuring compliance with regulations, internal policies, anti-money laundering (AML), and Know Your Customer (KYC) guidelines. Monitoring transactions and activities to detect and prevent fraudulent activities, reporting suspicious transactions when necessary.
- Ensure adherence to all WPS rules, regulations, and guidelines issued by the UAE ministry of Human Resources and Emiratization (MOHRE).
- Facilitate the registration process for new employers joining the WPS, verifying their information and documentation and providing necessary documentation and explanations. Handle and resolve any WPS-related issues or disputes in a prompt and efficient manner.
- Ensure the confidentiality and security of all WPS-related data and information. Work collaboratively with other team members within the WPS department and other departments in the organization.

Supervisor Cum Assistant Accountant

Macabon Moto Hub India Pvt. Ltd

08/2019 - 12/2019,

Kerala, India

Achievements/Tasks

- Ensure accurate accounts payable, accounts receivable, and other financial records.
- Prepare and analyze financial statements, collaborate with management to develop budgets and financial forecasts for the organization.
- Providing necessary documentation and explanations for internal audits.
- Oversee payroll processing to ensure accurate and timely payments to employees.
- Monitor and manage cash flow to ensure adequate liquidity for the organization's operations. Oversee payroll processing to ensure accurate and timely payments to employees.
- Maintain relationships with vendors, negotiate contracts, and manage accounts payable functions. Oversee the work of staff, providing guidance, training, and support as needed.

EDUCATION

BA Economics

Fatima Mata National College Kollam (Kerala University)

KERALA, INDIA

SKILLS

Communication

Teamwork

Problem-solving

Data Analysis

Data Analysis Tools

Risk Management

Time Management

Financial Analysis Tools

Leadership

Business Strategies

Adaptability

TALLY ERP9

Microsoft Office Suite

Photoshop

CERTIFICATES

KNOW YOUR CUSTOMER & CUSTOMER DUE DILIGENCE CERTIFICATE (2023)

Tally with GST (2018)

Institute of Science Technology and Management (Under Govt. of Kerala)

Diploma in Foreign Accounting (2017)

Institute of Science Technology and Management (Under Govt. of Kerala)

Diploma in Computerized Financial Management (2017)

C-Dit (under Govt. of Kerala)

LICENSE DETAILS

VALID UAE DRIVER'S LICENSE

LANGUAGES

ENGLISH

Native or Bilingual Proficiency

HINDI

Native or Bilingual Proficiency

MALAYALAM

Native or Bilingual Proficiency

TAMIL

Professional Working Proficiency