



Contact

Phone

+971 545708737

Email

junaids1657@gmail.com

Location

Dubai, UAE

Education

B.Com (Degree) 2017

Sree Ragavendra Research Foundation & Vishwavidyalaya – India

IATA Consultant 2016

Canada Montearal

GDS 2016

Amadeus, Abacus, Galileo

Expertise

- Front Office
- Forex & Remittance
- Accounting
- Airline Ticketing
- Cash Flow
- Customer Support
- Team Player
- Sales Executions
- Report Making
- Software Skills:
Casmex & IBoss
MS Office

Language

English

Hindi

Malayalam

Tamil

JUNAID P S

Customer Relationship Expert

A dedicated and results-oriented Customer Relationship Associate with a proven track record of fostering strong client relationships, sales execution, and delivering exceptional service in the financial industry. With a passion for exceeding customer expectations, I bring **6+ years of experience** in effectively managing client interactions, resolving inquiries, and ensuring high levels of customer satisfaction.

Experience

Customer Relationship Associate

Al Jazira Exchange, UAE- May 2021 – July 2023

- Managed currency exchange transactions for diverse currencies, ensuring accuracy and compliance with regulatory standards.
- Facilitated efficient remittance processes, executing timely transfers while maintaining stringent security protocols.
- Provided comprehensive information and guidance to customers regarding foreign exchange rates, fees, and transaction procedures, fostering trust and satisfaction.
- Collaborated with banking and compliance teams to ensure adherence to anti-money laundering (AML) and Know Customer (KYC) regulations.

ACCOUNTANT Cum CASHIER

Akbar Travels Of India, UAE- Jan 2021 – Mar 2021

- Managed day-to-day accounting operations: financial management, accounts payable/receivable, general ledgers, cash flow, personnel admin, and inventory.
- Analysed financial data, prepared balance sheets, profit & loss statements, and summarised reports.

TICKETING CUM FOREX EXECUTIVE

Akbar Travels Of India, Mumbai Intl Airport- India 2017 – 2020

- Foreign Money Exchange: Monitored currency fluctuations, kept abreast of exchange rates, and advised clients on the best times for currency conversion to maximize their financial benefits.
- Travel cheque and International money transfer.
- Attends customer complaints & queries with the greatest care.
- Coordination with airlines and agencies.
- Flight Booking and Reservations: Facilitated flight bookings for domestic and international travel, ensuring adherence to client preferences, budgetary considerations, and schedule requirements.
- Successfully negotiated favorable rates with multiple airlines, reducing overall travel costs by 10% for corporate clients.
- Prepared periodic reports on ticketing sales, forex transactions, and market trends, providing insights to reporting manager.