



Prema Siva Kumar ALAMANDA

Sr. Relationship Manager/Group Leader /Sr.
SuperVisor/Cashier cum Customer Service
Supervisor

at INDIANMONEY.COM

Location: Vijayawada, India
Education : Bachelor's degree, B.SC., B.ED.,
Experience: 22 Years, 11 Months

CONTACT

Location: Vijayawada, India
Name: Prem Siva Kumar ALAMANDA
Mobile Phone: +91.9177466856
Country: Vijayawada, India
Email Address: premaskumar.a@gmail.com

Target Job Title: CASHIER CUM CUSTOMER SERVICE SUPERVISOR,Front Desk Manager,SUPERVISOR,Branch Relationship Manager,Customer Service Team Leader,Teacher

Career Level: Mid Career

Target Job Location: UK, US, ALL EUROPEAN COUNTRIES, CANADA, AUSTRALIA, SINGAPORE & GULF

Career Objective: • Foreign currency cashier. Which involves multi currency rate quoting to the customers.

- Advise customers on purchases and provide excellent customer service.
- Improved sales well communicated with multi nationality customers.
- Developed reputation for prompt, efficient service with high level of accuracy.
- Calculate total payments received during a time period, and reconcile this with total sales.
- Receiving customer complaints as well as resolving the problems quickly.
- Performed opening and closing procedures ensuring that all tasks were completed accurately.
- Oversaw the entire branch operations like telegraphic transfer to all over the world
- Responsibly handled the issuance of Foreign currency demand draft
- Identifying and networking with prospective clients, generating business from the existing customers and achieving profitability and increased sale growth.
- Demonstrated skills as leader, delegate, and communicator
- Responsibly handled the all accounts of the branch.
- Answered to phone inquiries.

- Weekly reports submission.

Employment Type: Full Time Employee

Target Monthly Salary: USD 6,500

Notice Period: Immediately

PERSONAL INFORMATION

Date of Birth 25 June 1979 (Age: 43)

Gender Male

Nationality India

Additional Nationalities India

Residence Country Vijayawada, India

Visa Status No Visa

Marital Status Married

Number of Dependents 4

EXPERIENCE (22 YEARS, 11 MONTHS)

August 2022 - Present

Sr. Relationship Manager/Group Leader /Sr. SuperVisor/Cashier cum Customer Service Supervisor

at INDIANMONEY.COM

Location: Bengaluru, India

Company Industry: Financial Services

Job Role: Finance and Investment

Greet the customers everyday with hospitality and showing rooms to them.

*Given the service to the customer's one who attend.

*Supervise the Staff duties and giving guidance to them.

July 2011 - July 2022

CASHIER CUM CUSTOMER SERVICE SUPERVISOR/BACK OFFICE OPERATIONS/BRANCH SUPERVISOR

at ORIENT EXCHANGE CO LLC

Location: Dubai, United Arab Emirates , DUBAI

Company Industry: Financial Services

Job Role: Banking

- Foreign currency cashier. Which involves multi currency rate quoting to the customers.
- Advise customers on purchases and provide excellent customer service.
- Improved sales well communicated with multi nationality customers.
- Developed reputation for prompt, efficient service with high level of accuracy.
- Calculate total payments received during a time period, and reconcile this with total sales.
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 - Answered to phone inquiries.
 - Weekly reports submission.
-

June 2008 - July 2011

CASHIER CUM CUSTOMER SERVICE SUPERVISOR

at WEIZMANN FOREX LIMITED WESTERN UNION MONEY TRANSFER

Location: Hyderabad, India , PENUGONDA, ANDHRA PRADESH, INDIA

Company Industry: Financial Services

Job Role: Finance and Investment

- Prepare daily financial statements and reports for Customers and send to company management.
- Record the amount of money spent and Provide daily to customers or by company management, using computer cash-flow software.
- Develop and check budgets.
- Analyze how well a business is performing financially.
- Review businesses' development procedures.

Receive customers and provide cash on the base of MTCN (Money Transfer Control Number) and their correct Id Proof.

Mobile the customers through Telecalling Activities.

Accounts Receivable

1. Monitor and ensure that all invoices are promptly updated into the system
2. Ensure all collections as advised by the banks are promptly updated and banked in (for cheques)
3. Generate and circulate monthly Statement of Accounts to customers
4. Perform Accounts Receivables reconciliation at month-end and year-end audit reconciliations
5. Keeps AR filing up to date
6. Monitor closely Debtors Turn ratio and provide feedback in annual credit terms and payment review

Fixed Assets

1. Maintain fixed asset register and ensure that computation of monthly charges is complete and accurate
2. Ensure that fixed asset accounting is carried out in accordance with policy
3. Participate in process review for continual improvement of Fixed Asset work flow within the Finance organization.

Petty Cash

1. Oversee the proper administration of the Company's petty cash.
 2. Responsible for reconciliation of petty cash to the petty cash float at month-end.
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June 2006 - July 2011

Cashier cum Customer Service Supervisor

at WEIZMANN FOREX LIMITED WESTERN UNION MONEY TRANSFER

Location: Hyderabad, India , PENUGONDA, ANDHRA PRADESH, INDIA

Company Industry: Financial Services

Job Role: Customer Service and Call Center

- Prepare daily financial statements and reports for Customers and send to company management.
- Record the amount of money spent and Provide daily to customers or by company management, using computer cash-flow software.
- Develop and check budgets.
- Analyze how well a business is performing financially.
- Review businesses' development procedures.

Receive customers and provide cash on the base of MTCN (Money Transfer Control Number) and their correct Id Proof.

Mobile the customers through Telecalling Activities.

Accounts Receivable

1. Monitor and ensure that all invoices are promptly updated into the system
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2. Ensure that fixed asset accounting is carried out in accordance with policy
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Petty Cash

1. Oversee the proper administration of the Company's petty cash.
2. Responsible for reconciliation of petty cash to the petty cash float at month-end.

July 2000 - June 2006

Front Desk Supervisor

at Lakshmi International 3Star Hotel

Location: Mumbai, India

Company Industry: Hospitality & Accommodation

Job Role: Hospitality and Tourism

Greet the customers everyday with hospitability and showing rooms to them.

*Given the service to the customer's one who attend.

*Supervise the Staff duties and giving guidance to them.

*Supervise the cash everyday and submit to owner of Hotel.

*Supervise the rooms everyday to clean environment.

*To write the Ledger book to maintain data for the customers.

*Maintain the Cash flow chart for income of hotel in the system every day.

EDUCATION

Bachelor's degree, B.SC., B.ED.,

at ANDHRA UNIVERSITY

Location: PENUGONDA, WEST GODAVARI DISTRICT, ANDHRA PRADESH, INDIA India April 2005

Grade: 75 out of 100

Bachelor's degree, Akula Sree Ramulu

at College Of Education

March 2005

Grade: 75 out of 100

Professional Degree Batchelor Of Education - B. Ed., March, 2005 75% Akula Sree Ramulu College Of Education - Tanuku- Andhra Pradesh - India

High school or equivalent

at A&S COLLEGE

March 2000

Grade: 65.38 out of 100

March 2000

65.38%

S.V.K.P. & K.S. RAJU

A&S COLLEGE,

PENUGONDA

ANDHRA PRADESH-

INDIA

Bachelor's degree

at S.V.K.P.Jr. COLLEGE

March 1997

Grade: 74.4 out of 100

March 1997

74.4%

S.V.K.P.Jr. COLLEGE,
PENUGONDA
ANDHRA PRADESH
INDIA

Degree - B.Sc.

High school or equivalent

at Z.N.V.R. HIGH SCHOOL

March 1994

Grade: 55 out of 100

Educational Qualification Month - Year passed Percentage Of Marks Place where can Studied
S.S.C.

March 1994

55%

Z.N.V.R. HIGH SCHOOL,
PENUGONDA
ANDHRA PRADESH
INDIA

INTERMEDIATE

Bachelor's degree, PUBLIC HEALTH AND SANITATION TECHNOLOGY

at THE COLLEGE OF MEDICAL TECHNOLOGY

Grade: 55 out of 100

PENUGONDA

OTHER QUALIFICATION:

COURSE COURSE NAME DIVISION PERCENTAGE PLACE WHERE CAN STUDIED

DIPLOMA IN PUBLIC HEALTH AND SANITATION TECHNOLOGY HEALTH ASSISTANT 2ND 55% THE COLLEGE OF
MEDICAL TECHNOLOGY

SPECIALTIES

Trainers

Supervising

Managed Care
Teaching
Finance

SKILLS

PATIENCE

Level: (Expert)

TEAM BUILDING

Level: (Beginner)

COMMUNICATION SKILL

Level: (Intermediate) | Last Used: 6 months or less

teamwork

Level: (Expert)

MS word

Level: (Expert)

MS Office

Level: (Intermediate)

MS Excel

Level: (Intermediate)

LANGUAGES

English

Level: (Expert) | Experience: More than 10 years

Telugu

Level: (Expert) | Experience: More than 10 years

Hindi

Level: (Intermediate) | Experience: 5 years or less

REFERENCES

SUJITH

Job Title: BRANCH INCHARGE

Company Name: WEIZMANN FOREX LIMITED

Phone Number: +91.984968 (Ext. 2486)

Email Address: sujith008@gmail.com

TRAINING AND CERTIFICATIONS

BACHELOR OF EDUCATION (Certificate)

Issued in: April 2004 Valid Until: April 2005

DIPLOMA IN PUBLIC HEALTH AND SANITAION TECHNOLOGY (Certificate)

Issued in: June 1996 Valid Until: June 1997

HOBBIES AND INTERESTS

BOOK READING, PLAYING GAMES LIKE CHESS, CARROMS & SHUTTLE

BOOK READING IS GIVING PEACE OF MIND AND IMPROVES KNOWLEDGE AND LEARN UNKNOWN THINGS AROUND US. GAMES LIKE CHESS IMPROVE MIND AND GIVES MENTAL PEACE FOR IMMEDIATE IDEAS IN TWO WAYS CONVERGENT THINKING AND DIVERGENT THINKING. GAMES LIKE CARROMS GIVES INTEREST WHILE PLAYING. SHUTTLE GAME GIVES PHYSICAL EXERCISE.