

NIMMY ANNA JAMES

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Dubai, UAE



PROFESSIONAL PROFILE:

Four years of experience in teller/customer service with back-end operations in execution of all kinds banking transactions, accepting critics, keep learning & gaining knowledge from others experience strong background financial data, Business cycle & accounting.

AREAS OF EXPERTISE & INTEREST:

- Customer Service
- Cash handling
- Banking
- AML Programme
- Vendors' Query Handling

TRAINING AND COURSE ATTENDED:

- AML Training Under FERG • Customer service training

EDUCATIONAL AND TECHNICAL SKILL:

- B tech (Computer Science) – 2017 – M G University, Kottayam, Kerala, India
- Board of Vocational Higher Secondary Education, Kerala, India
- Microsoft Office – Word, Excel, Outlook, Symex Software

PROFESSIONAL EXPERIENCE:

Customer Service Executive

June 2019 to present **CITY EXCHANGE**, Dubai



- Handling Western Union transactions
- Understands how to make products appeal to consumers based on the environment and current trend
- Follows up with any clients to make sure that they are satisfied with product.
- Verification and checking all new customer profile
- Verify accuracy of cash remittances & preparing daily sales report

- Preparing cash for bank deposit
- Arrange the notes by denomination and sort by all currencies
- Monitoring any shortages or excess in cash by reconciling all transaction
- Accept cash for remittances (Xpress product and Bank product)

Administrative Assistant

- Shortlisted resumes by evaluating the candidate's communication skills, presentation and based on the requirements, scheduling meetings.
- Preparation of Day to Day and Monthly report relating to the requirement.

PERSONAL DETAILS:

Date of Birth : 02/04/1996

Marital status : MARRIED

Nationality : INDIAN

Language : ENGLISH(FLUENT)
HINDI(INTERMEDIATE)
TAMIL(BASIC)
MALAYALAM(NATIVE)

- Nimmy Anna James