

# Arun Krishnankutty

Al Kabayel building, Sharjah

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## OBJECTIVES

To grow within a reputed organization utilizing my experience by providing the best possible contribution towards my duties and responsibilities. I believe my excellent customer service and customer handling abilities would make me an ideal employee. Able to adapt to new and challenging work environment, process excellent administration, communication and interpersonal skills.

## EDUCATION

- **BSC - Computer Science** **2009 - 2012**  
Mahatma Gandhi University

## EXPERIENCES

### Al Jazira Exchange | Sharjah

**Dec 2022 - Sep 2024**

#### Supervisor

- Mastered in cash dealing/teller activities and highly skilled in Foreign Currency and Remittance Operations.
- Monitors foreign currency deals, remittances, swift transactions, branch operations, handles corporate customers and monitoring the achievement of targets.
- Verifying customer records, account purpose and analysis of transaction activity and irregularity in transaction pattern.
- Ensuring the implementation of Anti-money laundering policies and procedures and reporting abnormalities to the Compliance Officer.
- Coordination for execution and implementation of the regulations issued by the Central Bank of UAE.
- Conducting sessions and training discussions within the branch.
- Resolving customer queries and deliverance of high level customer service along with accuracy thereby maintaining TAT.
- Cross sell products and services including new launches and explain to customers the product features, advantages or benefit.
- Deliverance of customer friendly service thereby ensuring 0% complaints across the counters.
- Ensure cashiering is done 100% accuracy without any cash shortages or excess.

### Uaeexchange Centre LLC | Dubai

**April 2017 - Nov 2022**

#### Sales Consultant

- Building brand focus in conjunction with operational requirements and ensuring maximum brand visibility and capturing optimum market shares
- Tapping new markets and coordinating with channel partners to penetrate these segments to expand business and generate income.
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- Arrange the transaction vouchers and sorting date wise for further verification to the logistics.
- Provide all supporting documents for the central operations verification and enquiries
- Reporting transactions of fraudulent and suspicious nature to immediate supervisor.
- Have an eye for counterfeit notes and duly inform supervisor.

## Core Competencies

- Investment Advisory
- Treasury and FOREX Management
- Risk Mitigation
- Data Entry/ Records Management
- Internal Control & Compliances
- Domestic & International Banking
- Complaint Handling/Dispute Resoulution
- Corporate Desk/Sales Lead Generation

## TECHNICAL SKILLS

- Cash Handling Expertise.
- Trends Analysis.
- Organization and Time Management.
- Planning and Coordination.
- Optimistic.
- Flexible and Adaptable.
- Diligent & Perfectionist.
- Highly determined .

## PERSONAL DETAILS

Nationality	: Indian
Date of Birth	: 20/02/1991
Gender	: Male
Marital Status	: Single
Passport No.	: C1378823
Languages	: English, Hindi, Tamil & Malayalam
Visa Status	: Employment Visa