

 **SUBHOJIT**

 **Email Id**  - subhojit.374339@2freemail.com

 **Location** - Abu Dhabi – U.A.E

**JOB OBJECTIVE:**

To gain vital exposure & experience by working with world class professionals in a global organization and fine-tune my knowledge, concepts & skills thereby growing with the company.Commitment to the job & self-motivated towards the target, sincerity towards work, optimistic approach, improving knowledge on job related & personal aspects, quick learner and strong leadership skills.

**PERSONAL STRENGTH:**

* **A Seeking a position as Teller which require extensive knowledge of exchange and customer service practices.**
* **Provide excellent customer service.**

**KEY SKILLS:**

* **Excellent cashiering skills.**
* **Chief teller in FCY.**
* **Excellent customer service skills.**
* **Result oriented self-starter and able to work with minimum guidance.**
* **Fluent in English, Hindi and Bengali languages.**
* **Excellent typing skill in English.**
* **Ensure optimum cash management.**

**KEY ACCOMPLISHMENTS:**

* **Outstanding job performance in AL FARDAN exchange.**
* **Act as custodian of Cash Safe in the Vault.**

 **PROFESSIONAL HISTORY**

**Chief Teller FCY**

**Al Fardan Exchange**

**Gayathi Western Region,**

**Abu Dhabi, U.A.E.**

**Feb 2016– Present**

* **Deliver outstanding client service by executing financial transactions in accordance with company policies and procedures while maintaining an acceptable record in daily drawer balancing.**
* **Enter customers’ transactions into computers to record transactions and issue computer generated receipts.**
* **Attending customers for making demand drafts/telex transfer/electronic,etc.**
* **To answer customer complaint,branch details enquiries,transactions enquires,rate enquiries etc.**
* **Provide information of new or additional services.**
* **Perform a role of marketing & sales executives during off-peak business hours.**
* **Balance currency, coins and cheques in the cash drawers at the end of shifts and calculate daily transactions**
* **Receive and count daily inventories of cash drafts and cheques.**
* **Quote unit exchange rates, following daily international rate sheet or computer displays.**
* **Opening account for WPS system for various companies.**
* **Opening NRI Accounts, receiving cheques etc.**
* **Promote cross selling ,inform the customers about other related products and contribute towards branch business development.**
* **Follow up the complain registered by the customers and make sure the reply is sent to the customer.**
* **Capturing customers details properly and taking ID details.**
* **Follow Anti-Money Laudering policies.**
* **Perform other services like Credit Card payment, National Bond service, Utility Bill Payments, Emarati Al Awwa, Travelez card etc.**

**Previous Experience (Kolkata - India)**

**GENPACT INDIA (MNC)**

**Job Title: Process Associate (United States Gypsum co)**

**Job Department: Account Receivable**

**Period: Full Time (Training)**

* **Managing Order to Cash process on daily basis.**
* **Auditing for Daily Receipt Reconcialiation**
* **Matching the DRR with batch balancing sheet**
* **Posting done in Woodstock Software**
* **Coordinates activities by scheduling work assignments, setting priorities, and directing**
* **Maintains records, prepares reports, and composes correspondence relative to the work.**
* **Maintaining database for all incoming and outgoing correspondences & e-mails.**

**MAVEN BPO PVT LTD**

It was a Business to Business Process where we had to create web page for the business clients in different networking sites like (google,yahoo and so on)

**Job Title: Customer Care Executive (INBOUND INTERNATIONAL PROCESS)**

**Period: 6 months (Partime)**

**Job Responsibility**

* **Answer calls, respond to emails and follow up customer calls where necessary.**
* **Manage, resolve customer complaints and update existing customer information.**
* **Provide customers with product and service information**
* **Identify and escalate priority issues, route calls to appropriate resource.**
* **Document all call information according to standard operating procedures.**
* **Present and sell company products and services to current and potential clients.**
* **Prepare action plans and schedules to identify specific targets and to project the number of contacts to be made.**
* **Follow up on new leads and referrals resulting from field activity.**
* **Prepare presentations, proposals and sales contracts.**

**EDUCATION QUALIFICATION**

**- BACHELOR IN COMMERCE** from City College of COM and B.A, from Calcutta University,(2012-2015)

**- I.S.C** from Elias Meyer F.S & T.T – Kolkata, (2012)

**- I.C.S.E** from St. Joseph’s College - Kolkata, (2010)

**Computer Proficiency**

**- Course in Financial Accounting with Tally ERP 9**

 (Data Entry, Bank Reconcialiation, Interest calculation, Currencies)

- **Advanced MS Office Course** (In depth knowledge of Word, Excel, Power Point)

- Average **Typing** speed of 35 w.p.m

**PERSONAL INFORMATION**

Date of Birth : **10th November 1992.**

Nationality & Religion : : Indian, Hinduism.

Languages Known : **ENGLISH, HINDI, & BENGALI.**

Marital Status : Bachelor

Passport Details : L2080990/ Normal Passport (Valid till 21.07.2023)

VISA Status : **Employment Visa (Transferable)**

Place of Birth : Kolkata

Hobbies : Playing Cricket & Football

DATE:

 (**Subhojit**)