

STEPHEN

Email: STEPHEN.334156@2freemail.com

**CAREER OBJECTIVES**

To contribute to any Organization’s success through the use of my exceptional sales, customer service skills, while being resourceful, innovative and flexible Seeking a position to utilize my skills & abilities in the organization that offers personal growth in my career with a vision of gaining experience in all aspects of business. Also looking for betterment in this competitive world where there are lots of opportunities to prove myself and to bring the best output from my side for the firm.

**CAREER SUMMARY**

# Customer Service Representative/Cashier

# ORIENT EXCHANGE CO. L.LC, UAE (April 2013 – Till Date)

Currently working as Customer Service Representative cum Cashier at Orient Exchange Co. L.L.C Sharjah– United Arab Emirates from April, 2013.

**HIGHLIGHTS**

* To provide excellent customer service at branch customer
* Process of buying and selling foreign currencies
* Attending customers for making Remittance, demand drafts / telex transfer / electronic transfer, etc
* To answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.
* To provide information of new or additional services
* To perform a role of lobby assistant in branch.
* To perform a role of marketing & sales executive during off-peak business hours
* To give information on local promotions & activities and other info that provides valuable service to our customers..
* To contribute towards branch business development.

# KEY SKILLS AND COMPETENCIES

# Able to follow a routine and adhering to procedures.

# Engaging in continuous learning in order to broaden knowledge and experience.

# Able to remain calm and relaxed under pressure.

# Highly focused on providing customers with a good experience.

**ACCOMPLISHMENTS**

Worked with company systems such as live support and diligently completed all assigned tasks, working overtime as needed

 **Officer- Branch Operations**

**UAE EXCHANGE AND FINANCIAL SERVICES LTD**

 Worked as Assistant Branch Head at UAE Exchange &Financial Services Ltd, Kerala, India from 05/10/2009 to 04/04/2013

**Job Profile in Uae exchange**

* Handled all admin activities and operational jobs.
* Handled foreign Exchange
* Handled Money transfer
* Managing information or General Administration support
* Planning and Organizing
* Monitoring and Reporting
* Reporting to management to review office performance
* Training for newly hired staffs
* Inspiring and motivating staffs to increase sales.

**CAREER ACHIEVEMENTS**

* Selected as all India best employee
* Got Special Recognition and Increment
* Increased revenue or sales for the company
* Developed new quality standards for better quality performance and reliability

**Academic Qualifications**

**PROFESSIONAL : MASTER OF BUSINESS ADMINISTRATION(MBA)**

 **Finance & Marketing** **-Anna University, Chennai**.

**ACADEMIC :**  **BACHELOR’S DEGREE IN COMMERCE (BCOM)**

 **2005- University of Kerala, Trivandrum**

 **IT SKILLS** **:** **Windows Operating Systems, MS Office,**

 **Internet and Email Applications**

**PERSONAL SKILLS**

* **Team facilitator**
* **Team Player & Good Communication skills.**
* **Capacity to learn new things**
* **Ability to safeguard business secrets.**

**KEY COMPETENCIES AND SKILLS**

* **Brainstorming**
* **Innovation**
* **Decision Making**

**PERSONAL DOSSIER**

 Marital Status - Married

 Date of Birth - 30th May 1985

 Sex - Male

 Religion & Caste - Christian, Catholic

 Languages Known - English, Hindi, Malayalam, Tamil

**REFERENCE**

 **Available on request**

**Declaration**

I certify that information contained in this CV is true and complete. I understand that false information may be grounds for not hiring me or for immediate termination of employment at any point in future if I am hired. I authorize the verification of any or all information listed above.

 I hereby affirm that the information in this document is accurate and true