

Golden Gulf Tower, Bur Dubai, Dubai. +971 556767986. [Gishnu.s777@gmail.com](mailto:Gishnu.s777@gmail.com), Indian Nationality.



## **GISHNU SALIMKUMAR**

Efficient banking professional with experience in customer service and banking operations. Familiar with high profile customers, decision making and possess a positive attitude.

Dedicated to meet client requirements and good at maintaining relation with corporate and other financial institutions.

### **Customer Service Specialist/Teller – City Exchange: June 2021 –**

- Communicated with customers to ensure product understanding, answer queries, and facilitate conflict resolution.
- Managing on boarding customers and design remitter profile.
- Moderated for Central Bank funding and daily reconciliations.
- Monitoring of sales and high value bank transactions.
- Maintaining good interpersonal relationship with existing/prospective customer for canvassing company products.
- Preparing and processing Telex Transfer, Western Union and Instant Cash applications.
- Allocation and approvals for WPS Deposits.
- Facilitated online and cheque submission reports.
- Daily Monitoring of cashier wise transaction reports.
- Handling branch enquiries and Customer complaints.

### **Teller/Customer Service Officer – Redha al Ansari Exchange: May 2019**

- Managing on boarding customers and design remitter profile.
- Process international remittance, domestic transfer and money transfers
- Receipt and payments of cash and cheques for all bank transactions, western union, creditcard
- selling and taking care of national bonds and Bill payments.
- Facilitate implement anti money laundering acts.
- Performs the strategic marketing to cross sell products and services.
- Verifying cash totals and balancing the cash transactions on daily basis.
- Design WPS deposits and cheques handling.
- Counterfeit currency handling and FC deal report.

### **Payroll Executive - NGA HR, BPO Kerala India: 2016**

- Payroll processing and validation in SAP.
- Providing advice and guidance to clients and supervise staff as required.
- Ensure client satisfaction in every payroll run completion.
- Performs calculations of payroll with client data.
- Maintain monthly payroll reports for auditing.
- Facilitate Monthly Reconciliation for data.

## **Sales Executive – Supreme food Industries, Kerala India: 2014**

Cash and Bank Management.  
Cross sell of all products and posting the Invoices.  
Monitored in Back-office accounts.

### **- EDUCATIONAL QUALIFICATIONS-**

2013: Bachelor of Commerce – Finance & Taxation.

Experience in the software's: Tally.erp9, SAP, PEX, SYMEX.

Conversant in Microsoft Excel, PowerPoint, Word and Outlook.

Professional Training in Banking Compliance and AML.

### **-KEY SKILLS AND HIGHLIGHTS -**

Experience in SAP  
Banking side of AML  
Quick learner and problem solving  
Bank reconciliations and auditing Time Management  
Ambitious and Mindful  
Client Management  
Communication and leadership  
Quality Assurance

### **- AWARD & RECOGNITION -**

Quarterly Power Award - 2018  
Recognition for demonstrating NGA core values – Excellent.  
School team football and cricket player.

### **-PERSONAL DETAILS-**

Date of Birth – 07/03/1992  
Marital Status – Single  
Languages Known – English Hindi Tamil Malayalam

### **- REFERENCES -**

Dipendra Rawal – Manager – 971 528594234  
Sreejith P Nair – Manager – 971 566106964