

## CONTACT

- + 91 8097801702
- koltevinayak85@gmail.com
- C wing 203, Digamber Co HSG, Gurudatta Nagar, Virar East 401305.

## EDUCATION

- Graduation Completed year 2012 with Distinction.

## SKILLS

- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Product & Service Knowledge.
- Customer Releation.
- Compliance Understading.
- Remittance For Foreign exchange.
- Sales Stratgies.

## LANGUAGES

- Marathi.
- English.
- Hindi.

# VINAYAK KOLTE

## FOREX SPECIALIST

## PROFILE

Working in new & challenging areas where knowledge flows & meticulous virtues are acknowledged. Teller well-versed in Currency Exchange and customer service. Cash Handling and computer proficient with strong communication skills. Used to Working alone and under pressure with little to no supervision.

## WORK EXPERIENCE

- THOMAS COOK INDIA LTD (AD II LICENCE ) 2022 -- PRESENT**  
**ASSISTANT MANAGER.**
  - Bought, sold and handled an average of \$30,000 worth of foreign currency daily.
  - Took Cashier's cheque and traveler's cheque for encashment into INR.
  - Ensured quality of service by hand -counting currency and walking customers through each transaction no matter how high or low in financial amount.
  - Maintained Friendly and professional customer interactions.
  - Greeted customers entering the store to ascertain what each customer required.
  - Asked opened-end customer needs.
  - Answered phone calls by addressing customers inquires, solving problems and providing new product information.
  - Maintained strict confidentiality of records and client information.
  - Generating new customer leads through Google phone calls.
  - Ensure profitability of all transactions through accurate pricing service of all products.
  - Handling Remittance transactions like Higher Education, Family Maintenance.
  - Issuing Forex card & handling related query like, Fraudulent transaction etc.
  - Check KYC Documents as per FEMA regulations & provide rectification report to internal auditor.
  - Built strong relationships with clients, delivering exceptional customer service and addressing inquiries, concerns, and issues promptly and professionally.
  - Facing customer at counter & handling Forex related queries.

**SENIOR EXECUTIVE**

- Handling wholesale Forex.
- Co-ordinate with customer & arrange Forex to them who is travelling abroad for Leisure Business and education purpose etc.
- Monitor brand consistency across marketing channels and materials.
- Know about billing entries like, Cash Memo, Encashment, Bulk Sale, Bulk Purchase etc.
- Manage day to day operation.
- Know about FEMA guidelines.
- Updates rates time to time as per market.
- Ensured quality of service by hand -counting currency and walking customers through each transaction no matter how high or low in financial amount.

**EXTRA KNOWLWDGE**

- Certification of Business Finance Foundation from Greatl earning.
- Certification of Basic of Financial Markets elearn markets.
- Certification of Reading Financial Statements.

**PERSONAL INFORMATION**

- Date of Birth : 10 January 1992.
- Nationality : Indian.
- Marital Status : Single.

**HOBBIES & INTEREST**

- Cricket.
- Music.

**DISCLAIMER**

I hereby declare that all the information provided by me is true.

**Mr Vinayak Anil Kolte.**

---