

MOHD SHAMIM

CUSTOMER SERVICE EXECUTIVE



Building No# 36 Flat No# 1
Near Talal Super Market, Hor
Al Anz., Dubai, 90164,
United Arab Emirates



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m



Experienced Customer Service and Social Works Professional with background in Money Remittance and Banking. Able to perform efficiently in a fast paced working Environment. Adept at managing remittance operations, providing excellent customer service to clients and performing administrative functions.

EDUCATION

BACHELOR

LUCKNOW UNIVERSITY /
LUCKNOW / 2014

Bachelor of commerce in
Accountancy
2011 - 2014

INTERMIDEAT

AMINA BAD INTER COLLAGE /
LUCKNOW / 2009

SKILLS

Well organized and have a strong
attention to details

Strong work ethic, efficient, smart,
reliable hard worker and creative;

Quick learner who can rapidly grasp
all aspects of the job within limited
time

Can work overtime and under
pressure, Multitasking

LANGUAGES

ENGLISH

URDU

HINDI

PERSONAL DETAILS

Date of birth: 12-11-1991

Nationality: INDIA

Visa status: RESIDENT

Marital status: MARRIED

LULU
INTERNATIONAL
EXCHANGE LLC

Jul 2017 - Present
DUBAI

AL FALAH EXCHANGE
COMPANY

Sep 2015 - Jul 2017
SHARJHA

APPCO GROUP
INTERNATIONAL

Feb 2012 - Mar 2013
LUCKNOW

LEE- MED
PHAMACUTICALS

Jan 2013 - Nov 2014
LUCKNOW

CUSTOMER SERVICE EXECUTIVE

- Experienced in preparing monthly financials like Trial Balance, Profit & Loss A/c. Balance Sheet, Cash Flow Statement, Ratios and Analytical points on Financials.
- I have 5 years experience in branch operations process.
- Managed customer complaints and assisted in timely resolution for all.
- Handle all online transactions.
- Responsible for maintaining a comprehensive file of all Daily Activities

FRONT LINE ASSOCIATE

- Handling all the procedure to process Wages Protection System ATM Card.
- Creating and Managing Telegraphic Transfer, Demand Drafts, Travelers Cheque forms through company software Assist customers in opening up new accounts by helping them to complete documents, and processing important information.
- Creating / making online Transaction like western union xpress money, instant cash etc.,
- Resolve Customer issues and provide customer with proper guidance and suggestions related to Remittance query.
- Monitoring all Banks transfers & Ezetop transaction.

MARKETING EXECUTIVE

- Greeted numerous visitors, ascertain purpose of visit when they enter hospital and direct them to appropriate staff.
- Answered and managed incoming and outgoing calls while recording accurate. Messages and transferred to appropriate departments.
- Ensured that patients and visitors were escorted to service areas.
- Gather information from patients upon patient's arrival by having them fill out forms.
- Scheduled and confirmed appointments to clients for upcoming doctor visits.

MEDICAL REPESANTATIVE

- promote and sell company's pharmaceutical drugs or medical equipment
- Meet Customers include doctors, nurses and pharmacists to increase product awareness, answer queries, provide advice and introduce new products.