



MINHAJ MOHAMED ZAKARIYA

CONTACT

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EDUCATION

Expected in December 2023
Master of Business Administration:
BANKING AND FINANCE
BHARATHIAR UNIVERSITY , INDIA
CURRENTLY PURSUING

2019
Bachelor of Business
Administration: ADMINISTRATION
**RABINDRANATH TAGORE
UNIVERSITY**, INDIA

LANGUAGES

Malayalam: Native language

English: C2

Master or proficient

Hindi: C2

Master or proficient

Tamil: B2

Upper intermediate

Arabic: A2

Elementary

PROFESSIONAL SUMMARY

Looking for better role in my career where I can learn and improve my skills in customer handling. Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company.

WORK HISTORY

November 2021 - Current

Front Line Associate, Lulu International Exchange LLC,
Dubai, United Arab Emirates

- Operates payment canters dealing with remittance, Foreign exchange, WPS processing and value added services
- Executing Remittance, Foreign exchange, WPS processing and value added services.
- Undertaking FC cashier responsibility.
- Assisting WPS onboarding customers
- Assisting customers in resolving queries and complaints in coordination with shift in charge.
- Covered extra shifts and maintained flexible schedule to achieve branch goals.
- Educated customers on product and service offerings, engaging in special offers and promotions to increase sales.
- Trained new employees to deliver first-class customer care.
- Maintained knowledge of current promotions, refund guidelines and payment policies, providing reliable customer advice.
- Operated cash registers with accuracy and processed cash and card transactions.

January 2021 - October 2021

Customer Service Agent, Dubai Airports-Serco-First Security Group, Dubai, United Arab Emirates

- Accomplished role as acting team leader in various touch points of Dubai airport by managing team and ensured providing great customer experience
- Assisted large volume of customers with positive attitude and focus on customer satisfaction
- Communicating with AOCC concerning operational discrepancies i.e
- Medical or Technical

- Managing queues and assisting guests at security screening, smart gates and immigration areas
- Acted as first point of contact for customer issues and queries.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Employed active listening and product expertise to successfully resolve inbound queries.

April 2019 - May 2020

Customer Service Officer, *Dubai Airports- G4S*, Dubai, United Arab Emirates

July 2017 - December 2018

Hardware Technician, *Viswas Computers*, KUNNAMKULAM, INDIA

- Handled computer system troubleshooting and provided technical support
- Maintained technology equipment performance by assembling, diagnosing and repairing hardware.
- Installed, modified and repaired software and hardware to resolve technical issues.
- Maintained technology equipment performance by configuring, diagnosing and repairing hardware.

SKILLS

- Forex Dealings
- Customer Service Team Oriented
- Fast Learner Positive attitude Flexible
- Team Player Computer Hardware Multitasking
- Strong analytic and problem solving
- Retail merchandising expertise
- Accurate money handling
- Stock taking
- Customer service oriented
- Energetic self-starter
- Money handling