



# MOHAMMED SHAFEEK CHAKKAMPULLY



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Dubai, UAE



## PROFILE SUMMARY

- A young, energetic & top-performing professional with 10+ years of work experience in UAE and India.
- Possessing extensive experience in AML, Sales, Marketing, Customer Services and Sales Accounts Management.
- Having a track record of coming up with practical improvement initiatives which enhanced a company's overall effectiveness.
- Aspiring for a challenging position within the field of AML & CTF, Sales- Outdoor Sales/Marketing/Customer Services/Accounts.



## EXPERIENCE SNAPSHOT

### FOREIGN CURRENCY CASHIER AND UNIT COMPLIANCE OFFICER

Company: **Al Ansari Exchange**  
Department: **Retail Sales and Services.**  
Tenure: **Dec 2020 to Dec 2022**



### SERVICE SUPERVISOR AND BRANCH COMPLIANCE OFFICER

Company: **UAE Exchange Centre LLC, UAE**  
Department: **Retail Sales and Services**  
Tenure: **Oct 2013 to Feb 2020**



### ACCOUNTS EXECUTIVE

Company: **Akbar Travels of India Pvt Ltd, India**  
Department: **Sales Accounts Department**  
Tenure: **Nov 2009 to February 2013**



## ACADEMIC CREDENTIALS

### B.COM - BACHELOR OF COMMERCE WITH CO-OPERATION

University: **University of Calicut, Kerala, India**  
Session: **June 2004 – March 2007**



## PROFESSIONAL QUALIFICATIONS

### ACAMS – CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST

Reference Number: **005128216**  
Year: **February 2023**



## PROFESSIONAL TRAINING

- **Selling Skills Training**, UAE Exchange Center LLC.
- **Marketing Training**, UAE Exchange Center LLC.
- **Customers Service Training**, UAE Exchange Centre LLC.
- **Foreign Currency Cash Handling Training**, UAE Exchange Center LLC.
- **Anti-Money Laundering Training**, UAE Exchange Center LLC.



## COMPETENCIES

- Customer Acquisition
- AML & CTF
- New Business Generation
- Complaint Handling
- Consultative Sales
- Sales Reports Generation
- POS System
- Boosting Sales
- Promoting Brand
- Meeting Sales Goals
- Sales Planning
- Customer Service
- Dispute Resolution
- Negotiation
- Relationship Building
- Convincing Power
- Customer Satisfaction



## SOFT SKILLS

- Good Communication
- Problem Solving
- Abilities to Meet Challenges
- Decision Making
- Able to Work Long Hours
- Good Team Player
- Thrives Under Pressure
- Time Management
- Leadership
- Able to Work Long Hours
- Interpersonal Skills
- Quick Learner
- Multitasking



## IT FORTE

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint



## EXPERIENCE HIGHLIGHTS

- HIGHLIGHTS WITH AL ANSARI EXCHANGE LLC, FOREIGN CURRENCY CASHIER AND UNIT COMPLIANCE OFFICER FROM DECEMBER 2020:**
  - Customer service and Cash Handling with foreign Currency.
  - Verifying and follow up transactions through AML.
  - Physical checking of KYC documents and high-volume transactions for suspicious compliance related issues and reporting.
  - Handling SWIFT transactions, corporate business transactions.
  - Complaints & Enquiries – Handling customer complaints and enquiries regarding their remittance status.
  - Safe keeping of the relevant AML Compliance, KYC and transaction documents in the branch.
  - Responsible of educating staff on how to onboard customers and conduct CID, CDD & EDD process for all individual and legal entities as per CBUAE standards.
  - Responsible for the execution and implementation of the regulation issued by the central bank of UAE and our in-house anti money laundering policy and procedures..
- HIGHLIGHTS WITH UAE EXCHANGE CENTRE LLC, SERVICE SUPERVISOR AND BRANCH COMPLIANCE OFFICER FROM OCTOBER 2013 TO FEBRUARY 2020:**
  - Execution and implementation of the regulations issued by the Central Bank of the UAE and UAEEX Anti-Money Laundering policy & procedures in the branch.
  - Monitoring day-to-day transactions of the branch and report any unusual/ structured/ blacklisted/suspicious transactions to the AML Compliance Department (UAE).
  - Weekly compliance report maintenance and reporting to country AML compliance department.
  - Training and educating all the staff with Central Bank of UAE standards and Internal Policies.
  - Physical checking of KYC documents and high-volume transactions for suspicious compliance related issues and reporting.
  - Safe keeping of the relevant AML Compliance, KYC and transaction documents in the branch.
  - Ensure all UAE Central Bank regulations and AML policies & procedures are strictly implemented in the daily operations of the branch and ensure confidentiality on all transactions.
  - Investigate and report suspicious & unusual red flag transactions to money laundering reporting officer.
  - Responsible of educating staff on how to onboard customers and conduct CID, CDD & EDD process for all individual and legal entities as per CBUAE standards.
  - Keep on updated with all these aspects like trade-based money-laundering, terrorist financing, sanction countries and politically exposed persons.
  - Conducting Corporate visits for on boarding new corporate customer with proper KYC guidelines, CDD and EDD.
  - Build sustainable relationships and trust with customers through open and interactive communication.
  - Handle customer complaints and provide appropriate solutions and alternatives within time limits.
  - Customer Service
  - Handling SWIFT transactions, corporate business transactions.



## SKILLS SUMMARY

- A proven leader who can motivate and coach.
- Allocating duties to individual members of staff.
- Ability to maintain work schedules and uphold work standards.
- Maintaining administrative records and preparing reports.
- Delivering excellence in customer service.
- Attending meetings with vendors and suppliers & negotiating prices.



## LEISURE TIME ACTIVITIES

- Cricket
- Football
- Music
- Watching Films



## LANGUAGES

- English
- Tamil
- Hindi
- Malayalam



## PASSPORT & VISA DETAILS

- Passport Number: W5958865
- Place of Issue: India
- Date of Issue: 17 OCTOBER 2022
- Date of Expiry: 16 OCTOBER 2032
- Visa Status: Residential Visa



## PERSONAL SNIPPETS

- Birth Date: Sep 29, 1986
- Nationality: Indian
- Marital Status: Married
- License : UAE Driving License
- Availability: 1 Month