



Mohammed Shihab

Customer Support Executive/ Bank Teller/ Admin Assistant

Motivated, results-driven & experienced Customer Support Executive/ Bank Teller/ Admin Assistant with over 11 years of extensive and diverse experience. Flexible and versatile thrives on rapidly changing situations & deadline-driven environments, and always remains open to new challenges. Acquired highly developed sets of skills with a proven ability to manage personnel and programs, improve processes, and accomplish objectives regardless of budget cuts and time constraints. Recognized and respected for meticulously decisive processes and operational development prowess that leads to sustained organizational growth. Exceptional communicator, skilled at developing highly productive relationships with vendors, clients, and stakeholders. Demonstrate leadership in communicating business goals, program objectives, and processes for the functional business segment. To secure a position that will utilize my organizational abilities and educational background and be an active part of the company in achieving its goals.

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SKILLS

Account Management Administration Operations Management Customer Service Client Relations

Documentation Complaint Resolution Project Management Money Handling Communication

Business Development Compliance Management Problem Solving Supervision & Training

Risk Management Quality Control Strategic Planning Workflow Management Team Leadership

WORK EXPERIENCE

Customer Service Associate & Universal Cashier

Al Ansari Exchange LLC

10/2012 - 08/2022

Al Juraina, Sharjah

Achievements/Tasks

- Responsible for greeting customers, counting money, handling customer complaints, keeping the work area clean and organized; implementing new customer service strategies; solving customer complaints; calculating total payments, reconciling payments; compiling and maintaining non-monetary reports and records.
- Involved in the buying and selling of foreign currency conveniently at very competitive rates; processing wire transfer with payment network connects with more than 250 banks and agents globally for remittance including SWIFT, IBAN, and Western Union, and optimizing business efficiency for Corporate Services that offers a comprehensive range of specialized services to multinational, large, medium, and small-scale enterprises, throughout the UAE and globally which will be in EUR USD GBP JPY CAD and others.
- Maintained prevention of money laundering and terrorist financing by the Central Bank of the United Arab Emirate's regulations and international best practices in Anti-Money Laundering (AML) & Counter Terrorist Financing (CTF).
- Identified, documented, and escalated issues to the appropriate department for review and ensure resolution.
- Monitored and improved service levels and operational efficiency while enhancing the quality of service.
- Worked with management to ensure appropriate changes were made to improve customer satisfaction.
- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction; following up.
- Ensured workforce management objectives are met to meet the demands of customers.
- Developed effective relationships with coworkers to create a team atmosphere, maintaining excellent customer relations, providing friendly courteous service, and a pleasant customer service experience.

WORK EXPERIENCE

Relationship Officer

National Bank of Ras Al Khaimah

04/2011 - 10/2011

Sharjah, UAE

Achievements/Tasks

- Responsible for developing and maintaining a professional understanding of the customer base, acting as a key contact for selected customer relationships under bank guidance; initiating appropriate activities and ensuring on-time and scheduled response to customers; supporting the customer in opening and closing accounts; providing assistance to bankers in getting approval on new account opening; and conducting an evaluation of customer's accounts.
- Met and exceeded monthly and annual sales target objectives, and ensured penetration in the market through a focus on acquisition as well as soliciting existing clientele.
- Performed proper analysis of the case and also provided all the related information to the customer.
- Followed long-term account strategies that increased profits and helped in cultivating long-term relationships with proper decision-makers.
- Attended day-to-day operational issues and customer service within the bank assurance department and cross-sell other products to the existing customer base.
- Kept up to date with all policies, products and processes to ensure superior client on boarding experience.
- Ensured strict adherence to all KYC, compliance policies and other processes as stipulated.

EDUCATION

Master Of Business Administration

Bharathiar University

04/2012 - 05/2014

Coimbatore, India

CERTIFICATES

Advanced Anti Money Laundering Training

Advanced Customer Support and Product Services Training

TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint & Outlook)

CRM

POS System

LANGUAGES

English ■ ■ ■ ■ ■

Hindi ■ ■ ■ ■ ■

Malayalam ■ ■ ■ ■ ■

Tamil ■ ■ ■ ■ ■

REFERENCES

Available upon request.