



MOHAMMED SHIBILI

VALLIYENGAL

BRANCH SUPERVISOR

Value centered individual with a keen understanding of team management with over 6 years' experience in diversified financial solutions such as money transfer, foreign currency exchange, payments and related allied products.

CONTACT

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☎ +971521744845

📍 Clock Tower, Dubai

SKILLS

- Cash Handling
- Foreign Currency Exchange
- Work under Pressure
- Self Sufficient
- Time management
- Excellent Interpersonal and communication skills
- Multitasking skills
- Ability to learn new business strategies and concepts

EDUCATION

MBA
Bangalore University
2014 - 2016

BCOM
Calicut University
2011 - 2014

WORK EXPERIENCE

BRANCH SUPERVISOR 2021 NOV 1 - 2023 MAY 31
Lm Exchange Abu Dhabi And Al Ain

- Executing forex deals with various exchange houses and individual forex customers.
- Handling Wps registration and salary processing of corporates.
- Adhere to all regulatory aml policy requirements.
- Supervise branch wise tasks and assist the team members products knowledge, country limits, aml policies etc.
- Handling complete cash of the branch and tallying as per physical and system.
- Attending customer complaints and solving as per their demand.
- Opening and closing of branch and taking responsibility of the branch in the absence of branch manager.
- Preparation of various performance and cash reports and send to concerned departments.
- Arranging Transguard funding twice in a week before cash Limit exceeds.
- Support branch heads in business development by providing various feedbacks and input.

TELLER / CUSTOMER SERVICE 2019 - 2021
EXECUTIVE
Lm Exchange Sharjah

- Execute home remittance transactions to various countries using different money products.
- Execute foreign currency transactions.
- Identifying and verifying customer documents as per policies of UAE Central Bank.
- To maintain relationship with customers of all nationalities irrespective of language barriers.
- Strive towards reducing wait time and serve time by efficient processing of all transactions.
- Promote and advice customers about company products and services.
- Ensure cash shortages and excess are at zero.
- Strictly follow the aml policies when executing transactions.

CERTIFICATION

- Scored 100% in Dubai Service Excellence Scheme (DSES)Mystery Shopping Inspection.

LANGUAGES

- English
- Hindi
- Malayalam

REFERENCES

Vijeesh
Branch Manager
Lm Exchange
bawadimall@lm-exchange.com
+971501430437

CUSTOMER RELATION OFFICER

2017 - 2019

Ahalia International Eye Hospital

- Provides interface between customer and company.
- Treat each customer equally irrespective of requirement.
- Responsible for collecting feedback from the customers.
- Assist the customers in getting Insurance benefits.
- Counselling the customers about various types of Services.
- Maintain relationship with customers beyond immediate interaction.
- Build customers as company loyal customer by fulfilling their needs in a professional manner.
- Attend meetings and convey suggestions from the customers.

DECLARATION

I hereby declare that above mentioned information is true and best of my knowledge and beliefs.

Mohamed shibli

