



SHAHID C MOHAMMED

CUSTOMER SERVICE OFFICER/TELLER

Intend to build career with a leading organization with commitment and dedication that enable to create an atmosphere for potentiality, efficiency and elevation of career.



EDUCATION

2017 - 2020

BHARATHIAR UNIVERSITY (INDIA)

Successfully completed graduation from Bharathiar University (India) during 2017-2020 in **Bachelor Of Commerce**



WORK EXPERIENCE

Present

TELLER / BANKING OFFICER

AL RAZOUKI INTERNATIONAL EXCHANGE UAE

- Cash Handling, FCY Sales and Purchase.
- Cash Funding, Remittances & Managing different type of money products.
- Wps transactions, WPS Salaries Process & company registrations on boarding.
- ATM Balancing, ATM Card Issuance, Cross Selling, and Customer Relations.
- Conducting Regular Marketing Activity.
- Resolve customer queries / issues and facilitate customer service.
- Responsible for achieving targets as assigned by the monthly basis.
- Responsible for monitoring branch compliance with policies, procedures and operational integrity and explanations of local programs policies and objectives.
- Interacting with internal auditors for audit planning & strategies and managing risk assessment of critical & significant audit areas.
- Managing Cash management (including placement / movement of funds in various trusts).
- Maintains organized set of detailed records and files to document financial transactions.
- Detecting and managing compliance procedural risks while keeping the company executives abreast as such situations.
- Improve and maintain AML/CFT policies and procedures.
- Ensure consistent and timely feedback on cases that have been escalated.

2020-2021

ACCOUNTANT CUM CASHIER

MBE TRADING & CO, KERALA, INDIA

- Maintained High Level Of Customer Retention By Resolving Complex Customer Complaints.
- Handling the cheque transactions .
- Give the best service to all the customers.
- Meeting productivity norms as defined through support of channels & own efforts.
- Serve as a key member of the team.
- Create daily check list of Cashiers to accurately complete task.
- Balanced cashier drawers at end of shifts and logged in discrepancy.



SKILLS

Team Player	<div><div></div></div>	70%
Leadership	<div><div></div></div>	90%
Flexibility	<div><div></div></div>	60%
Data Analysis	<div><div></div></div>	80%
Customer Care	<div><div></div></div>	70%



LANGUAGES

English (US)	<div><div></div></div>	90%
Hindi	<div><div></div></div>	85%
Malayalam (Native)	<div><div></div></div>	95%



CONTACT

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PERSONAL DETAILS

Martial Status : Single

Nationality : Indian

Passport No : T6908297