

Mohammed Basheer

Cashier

Working as a Cashier in Emirates India International Exchange in Abu Dhabi with Excellent Customer handling Skills and Knowledge of Foreign Exchange and Foreign Currency and also having Knowledge in Compliance & AML with the objective to learn and Achieve the Goals of the organisation. An excellent customer service managing professional experienced and having knowledge in Banking Sector.



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WORK EXPERIENCE

Cashier

Emirates India International Exchange

09/2021 - Present

Abu Dhabi-UAE

Achievements/Tasks

- Receiving/issuing cash transaction instruments like remittance, foreign currency exchange, WPS, inter-UAE/global fund transfers, and value-added services transaction payments.
- Resolving complex issues related to failed business transactions/customer complaints and assisting other team members in conducting daily operations efficiently.
- Dealing with Cancellation, Refunds & Amendments
- Doing the Registration for New Customers
- Verifying the "KYC" forms and uploading in the system
- Mentoring and grooming new team members by transfer of product knowledge, on-the-job (OJT) pieces of training, and recommending improvement to policies and procedures.
- Creating and implementing AML frameworks, procedures, and Policies And Following the Compliance policies

Contact : Kalandar Sujat Ali - 0527406575

Customer Service Executive

HSBC

08/2016 - 02/2021

Hyderabad-India

Achievements/Tasks

- Worked on Hong Kong New Migration Process from China, which Deals With Providing Financial Documents to Govt Authorities for investigation
- Later Worked on Collection Process Which Deals Collection of Over Due Payments by Calling a Customer on Telephone or Email before the Due Date
- Primary function is to help maximize Recoveries and minimise losses of Bank.
- Timely followup Done on Contacted Accounts, Negotiate immediate full & final payments

Contact : Nirvan

EDUCATION

MBA

Osmania University

07/2014 - 11/2016

Hyderabad

Courses

- Major-Finance
- Minor -Marketing

SKILLS

Excellent Communication Skills

Decision making skills

Negotiation skills

Customer handling Skills

Leadership Skills

Teamwork

Time Management

Flexibility

Adaptability

Creativity

Computer skills

MS- Office

PROJECT

Foreign Exchanges (07/2016 - 08/2016)

- Foreign Exchange is the purchase or sale of one nation's currency in exchange for another nation's currency.
- Foreign exchange, Generally mean is the Conversion of one Country's Currency into another Country Currency.

ACHIEVEMENTS

Achieved the given targets with 100% Quality

Received "Excellence Award" for Good Performance

Achieved Process targets

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Urdu

Full Professional Proficiency

Telugu

Full Professional Proficiency

Arabic

Limited Working Proficiency

INTERESTS

Chatting with Family & Friends

watching Sports