



Muhammad Zahedul Islam

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📍 Alain, UAE

SKILLS

- B2C sales and service
- Cashing up
- Product Promotions
- Link selling
- Customer service oriented
- Accurate money handling
- Customer retention
- Microsoft Office

EDUCATION

Bachelor of Business Administration
Bharathidasan University, UAE

Completed 50 credits towards BBA
2009-2011

Higher Secondary School Certificate
Indian School Alain, UAE

Group- Commerce
2008

LANGUAGE

- English
- Arabic
- Bengali
- Hindi

PROFESSIONAL SUMMARY

Driven professional with background in sales, customer service and operations management across diverse industries. Highly skilled at fostering relationships with customers to increase loyalty and retention while improving satisfaction levels. Seeking to leverage strong target achievement to progress within growing company.

WORK EXPERIENCE

Front Line Associate
Al-Fardan Exchange

2012- Current

- Sales and issuance of prepaid cards, inward and outward bank transfers, remittances, fcy exchnage and WPS.
- Provides top-notch customer service by handling foreign currency exchange transactions accurately and efficiently.
- Verify customers information through checking their identifications and other required documents.
- Execute corporate financial transactions in accordance with the company policies and procedures while maintaining an acceptable record in daily drawer balancing.
- Follow all policies and guidelines carefully including internal security measures, regal aspects and regulations of the country to ensure the safety and security of customers and company's assets.

TRAININGS

- Banking Operation-Remittance
- Information Security & Cyber Threats
- CB, UAE Requirements & Consumer Protect Act-Awareness
- AML/CTF
- Refresher NBC Awareness
- Fake Currency Identification
- WU Global Agent Compliance Program
- Antifrauds and risks mitigation