

Golam Mamud

- Dubai United Arab Emirates
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Personal Details

Date of Birth: 27th Jun, 1985

Nationality: Indian

Home Address: Kolkata, India

LinkedIn: https://www.linkedin.com/in/gm1010

Professional Summary

Motivated, professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions.

Skills

- Cash handling expertise
- Multilingual in English , Hindi, Bengali,
- Microsoft Excell
- Savvy relationship-builder
- Goal-oriented

- Self-sufficient
- MS Office
- Excellent time management skills
- Positive

11.2021 - Current

Cashier

Emirates India International Exchange - Sharjah, Uniter Arab Emirates

- Executed customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging 30 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceeded monthly sales goal.
- Recorded amounts received and prepared reports of transactions.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisor
- Worked flexible hours across night, weekend and holiday shifts.
- Proven ability to learn quickly and adapt to new situations.
- Worked effectively in fast-paced environments.

Customer Service Representative

Easy taxi Sports & Recreational Equip. Rental - Dubai, United Arab **Emirates**

Work History

01.2019 - 10.2021

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Answered constant flow of customer calls with minimal wait times.
- Responded to customer requests for products, services, and company information.

08.2013 - 09.2018

Customer Service Associate

Tribangla Cargo LLC - Dubai, United Arab Emirates

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Informed customers about special promotions and provided detailed information for various products.
- Responded to customer calls and emails to answer questions about products and services.

Education

04.2010 Certificate, Financial Accounts, WEBEL - Karimpur

03.2006 • Bachelor of Arts, Language Arts Education, Kalyani University - Karimpur

Languages

English	Hindi
Bilingual or Proficient (C2)	Bilingual or Proficient (C2)
Bengali	Arabic
Bilingual or Proficient (C2)	Beginner (A1)