



## CONTACT

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## SKILLS

- Excellent Communication Skills
- Decision making skills
- Customer handling Skills
- Leadership Skills
- Flexibility & Adaptability
- Creativity
- Computer skills
- MS- Office
- Payment processing
- Convincing Skills
- Cash handling policies
- Currency sorting
- High volume transactions

## ADDITIONAL INFORMATION

Reporting Manager:Khalandar Sujat Ali

## LANGUAGES

Urdu Native

English

C1

# Mohammed Basheer

## PROFESSIONAL SUMMARY

Working as a Dedicated Cashier in Emirates India International Exchange For 2 years And 4 years Plus Experience as a Customer Service Executive with HSBC. An Highly motivated and customer-oriented cashier with a proven track record of providing Excellent service in fast-paced manner, Having Knowledge in Foreign Exchange and Foreign Currency and also having Knowledge in Compliance and 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. Possess excellent numerical skills and a strong ability to handle multiple tasks simultaneously. Demonstrated ability to resolve customer inquiries and concerns Efficiently.

## WORK HISTORY

**Cashier** 09/2021 - Current  
**Emirates India International Exchange** - Abu Dhabi

- Receiving/issuing cash transaction instruments like remittance, foreign currency exchange, WPS.
- 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 and on boarding them.
- Verifying the "KYC" forms and uploading in the system
- Implementing AML procedures and Policies And Following the Compliance policies.
- Delivered outstanding customer Service with proactive sales and listening skills.
- Handled cash and card payments with precision, maintaining customer confidentiality.
- Doing opening and closing procedures Every day.
- Checking notes carefully to spot counterfeit currency.
- Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
- Handled currency payments, secured funds in register and prepared deposits at end of day.
- Upselling products and when processing transactions.
- Trained and Monitored new New Staff Perfectly as per the Procedures.
- Performing CDD and EDD for Big Amount of transactions to avoid Risk and Compliance issues.

**Customer Service Executive** 08/2016 - 02/2021  
**HSBC** - Hyderabad, India

- Worked on Hong Kong New Migration Process from China, which Deals With Providing Financial Documents to Govt

Advanced

**Hindi** C2

Proficient

**Punjabi** B1

Intermediate

**Arabic** A1

Beginner

**Telugu** B1

Intermediate

- 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
- Upload data accuracy on internal database.
- Formulated surveys to gather feedback and improve customer service.
- Engaged in team-building activities to build rapport with staff.
- Assessed service statistics and drafted detailed reports based on results.
- Recorded and processed customer data accurately.

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## EDUCATION

**Master of Business Administration:** Finance, Marketing, 11/2016  
**Osmania University** – Hyderabad, India

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## ACCOMPLISHMENTS

- Achieved good results Working Collectively with the team.
- Achieved Branch targets by Increasing more transactions with accuracy and efficiency.
- Achieved good Percentage of Targets Given
- Completed the Given Modules
- Achieved the "Excellence Customer Service Award " in HSBC.