

# Sheik Janoon Zainudeen

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## SUMMARY

An effective team player with an ability to work in any changing environment with excellent grasping power and frame work of mind. Having more than **8 years** of professional experience in the UAE as a **FCY Cashier and Front Office Staff** in a leading and reputed Exchange House.

As a people's person I believe in growing with my team with sound business knowledge to achieve a stronger, well informed and productive workforce for my company with a stronger representation to new and existing customers.

Ready for a change with an open mind to accept new challenges in Banks, Exchanges and Finance Houses to exhibit my talents and experiences, in achieving financial productivity.

## CORE COMPETENCIES& SKILLS

Excellent Customer Service  
Front Office Administration  
Liaison with Banks and Third Parties  
Cashiering  
Effective Communication  
Attention to detail

Negotiation and Convincing Skill  
Team Player  
Effective Planning and Coordination  
Time Management  
Deliver under pressure  
Meeting Deadlines

## PROFESSIONAL EXPERIENCE

### UAE EXCHANGE CENTRE LLC - DUBAI, UAE

#### FOREIGN CURRENCY CASHIER (FCY CASHIER)

**JUNE 2015- March 2020**

- Attending customers for making Remittance, currency exchange, demand drafts / telex transfer / electronic transfer / Western Union / Instant Money Transfer
- Collect and count cash at shift commencement
- Handle Dirhams and Foreign currency, monitor and balance the cash account based on the number of transactions made.
- Verify and confirm that all transactions are AML (Anti Money Laundering) compliant
- Perform branch operations by maintaining confidentiality of customer information.
- Provide customer service with their preferred means of worldwide remittance transactions.
- Handle all banking correspondence, which includes non-receipt of queries, transfer amendments, cancellations and settlement been done on time and close complaints.
- Accept and process demand drafts, western union transactions, telex transfers, credit card payments, cash advances, WPS transactions, National Bonds purchase and redemption, Utility Payments and other online remittances.
- Identify potential customers or business, markets and cross sell company's products and services
- Maintain and safe keep working supplies and accountable forms.

### UAE EXCHANGE CENTRE LLC - ABU DHABI, UAE

## **CUSTOMER SERVICE EXECUTIVE**

**APRIL 2012- MAY 2015**

- Provide excellent customer service at branch counter
- Settle cash transactions, count currencies and manage currency and cash supply.
- Answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion
- Prepare End of day report & cash reconciliation
- Extend teller services and assist clients in dealing with other various transactions
- Contribute towards branch business development.

### **ACHIEVEMENTS**

- Reorganized cash handling procedures, shortening the transaction time from 10 to 5 minutes.
- Received Customer Care Award-2012 for best performance
- Achieved quarterly targets set by the company in Foreign Currency, continuously for 2 consecutive years.
- Delighted the customers with consistent and pleasant service which resulted in a 30% increase in returning customer
- Have filed maximum number of transactions and received best employee for the month 3 times in 2018.

### **EDUCATION INFO**

- Higher Secondary                      Government HSC School, Tamil Nadu

### **TRAINING ATTENDED**

- Have attended workshop on Anti-Money Laundering (AML)
- Attended Seminars in Allied Exchange products and Resources
- Participated on Customer Service Enhancement(CRM), Corporate Remittance, Selling Skill courses

### **PERSONAL INFO**

Date of Birth                      : 16-02-1986  
Languages                        :English, Hindi, Tamil and Malayalam  
Visa Validity                     : Employment Visa  
Driving License                 : UAE Driving License Available

(I acknowledge that the details given in this resume are true to the best of my knowledge and belief)

References Available upon Request.