



Mohammed Zubair

Head Cashier - Supervisor
Customer service

United Arab Emirates

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SKILLS

Customer Service	Cash Management
Foreign Currency Dealing	Remittance Support
Bank Reconciliation	KYC/AML (Compliance)
Analytical Problem Solving	Business Development
Sales & Marketing	Team Work
Administrative Assistance	Social Media Marketing
Business Analysis	Loss Prevention

LANGUAGES

English	Urdu
Expert	Native
Arabic	Hindi
Basic	Expert
Malayalam	Kannada
Basic	Basic

I am a customer service professional with over 14 years of UAE experience in a variety of leading financial institutions, Passionate about customer service, I have experience in all aspects of the field, I am also a passionate learner and have completed several training courses from reputed brands such as Allied Compliance consultancy, FERG, Crown. I am a self-starter with a positive attitude and an appetite for success. I'm always looking for ways to improve myself, my work, and the world around me.

WORK EXPERIENCE

Al Jaber Exchange

(September 15, 2018 - Present)

Head Cashier -Currency Dealer

Responsible for cash and customer transactions at the teller counter. Handle inbound calls from customers; respond to emails and chat inquiries as necessary.

Resolve customer issues with the best possible outcome for the customer.

Assist with troubleshooting and resolving technical problems; escalate to technical support as necessary.

Buying and selling foreign currencies.

Keeping track of foreign currency stocks and supplying to branches as per their requirements.

Managing cash for the WPS team, ATM and other FLAs for smooth branch operations.

Maintain a clean work area.

Reduce wait time and service time by efficient processing of all transactions.

Handling AML-related issues CID, CDD, and EDD process. Monitoring currency fluctuations and currency rate settings in the branch.

Dealing with other exchange houses and corporate customers.

Ensure effective risk management and regulatory compliance for the teller functions.

Promote customer service and products, via customer education and cross-sell.

Premier Int’l Exchange

(May 01, 2017 - July 01, 2018)

Branch Supervisor

Greet customers in a friendly manner and answer questions about products and services offered.

Ensure a high level of customer service including the review of customer complaints to maintain a high level of customer satisfaction and retention.

Responding to telephonic and e-mail queries.

Conduct customer due diligence and enhanced due diligence.

Verifying and authorizing all remittances.

Review Branch reports Ex: Day End reports cash position reports etc.

Vigilant and alert on any possible frauds and risks.

Data entry of all the daily basis documentation.

Safekeeping of all records.

PERSONAL INFORMATION

Date of Birth : Apr-1985

Passport : U0731366

Visa Status: Employment

Marital status: Married

Nationality: Indian

Driving License : 1894598

Place of issue: Dubai U.A.E

EXPERIENCE

Sharaf Exchange

(February 14, 2011 - September 15, 2016)

Branch Supervisor

Excellent customer service skills; ability to maintain composure under pressure. - Ability to work quickly and efficiently in a fast-paced environment. - Basic computer skills; ability to use a mouse, keyboard, screen reader, etc.

Providing exceptional customer service and building rapport with clients.

Handling corporate transactions, CID, CDD, and EDD process registrations, customer query follow-ups etc.

WUBS (Western union business solution).

Product knowledge of WESTERN UNION- INSTANT CASH-IME-TRANSFAST-UREMIT-HIMALREMIT-EZETOP etc.

Involvement in marketing activities in Branch Area.

Buying and selling foreign currencies.

Cross-selling for other products.

BinHendi Enterprises - Federal Exchange

(June 02, 2007 - December 10, 2010)

Front Office clerk

Greet customers in a friendly manner and answer questions about products and services offered.

Receiving cash against customers' transactions.

Assist other departments as needed.

Maintain a clean work area.

EDUCATION

Anjuman Arts Science and Commerce College -Karnataka.

(March 01, 2005 - February 02, 2006)

(B.com) Undergraduate -

Anjuman Junior College (Karnataka University)

(April 01, 2003 - February 23, 2005)

PUC II (Secondary), Commerce

DECLARATIONS

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Mohammed Zubair

Applicant