



Zuneera34@yahoo.com



0507585682



DUBAI, United Arab Emirates

## EDUCATION

Master of Business  
Administration: BUSINESS  
ADMINISTRATION  
**INDIAN INSTITUTE OF  
BUSINESS MANAGEMENT,**  
INDIA, September 2011 -  
October 2012

Bachelor of Business  
Administration: BUSINESS  
ADMINISTRATION  
**UNIVERSITY OF MADRAS,**  
INDIA, July 2004 - October 2007

## LANGUAGES

### English

Fluent

### Hindi

Fluent

### Malayalam

Fluent

### Urdu

Fluent

# ZUNEERA BEEGUM SHAIK AKBAR

## PROFESSIONAL SUMMARY

Ambitious banking professional extensively trained in bank leadership, fraud awareness, and teller operations. Skilled in problem-solving and creative decision-making, navigating stressful situations with a calm, collected, and professional attitude. Decisive communicator demonstrating superb active listening skills to resolve issues.

## WORK HISTORY

September 2022 - Current

**Sharaf Exchange LLC - Branch Supervisor**, Dubai, United Arab Emirates

- Acting as a deputy in the absence of BM and managing branch operations including tasks assigned to team members and handling funding decisions at the branch.
- Providing other services to customers like VAT Payment, Foreign currency exchange, Inter UAE/global fund transfer, and other value-added services transaction payments.
- Processing Cash/Cheque/ Online transactions for Remittance, WUBS (Corporate TT) & WPS transactions.
- Acquired new customers through improved conversion techniques.
- Organized financial data and reports detailing key metrics, completing within agreed timeframes.
- Improved long-term prospecting, strategy development, and customer engagement by implementing successful growth strategies.
- Monitor daily ongoing market currency rates and decide the buying and selling rates for each currency to attract new customers / retain existing customers, ensuring maximum profitability for the company.
- Ensure that the company's Anti-Money Laundering policies and procedures are strictly adhered to Balancing the cash at the end of the day and preparing the necessary reports.
- Resolving complex issues related to failed business transactions/customer complaints, assisting other team members, and handling funding decisions efficiently.
- Recording and reporting business transactions in accordance with company compliance standards (such as -KYC requirements), operating procedures, and UAE government/central bank regulation (such as AML Law).
- Preparing fund flow statements/petty cash reports/cash management reports for senior management.

March 2020 - November 2021

**Muthoot Global UK - Customer Support Officer**, ERNAKULAM, INDIA

- Assisted customers with varying questions using product knowledge and service expertise.
- Compliance Handling and resolving
- Supporting Global transactions to India from the UK
- Collecting and verifying the fund source documents from the limit exceeding customers and screening & approving online transactions.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Maintained customer happiness with forward-thinking strategies focused on addressing needs and resolving concerns.
- Adhered strictly to policies and procedures for continued company compliance.
- Guaranteed positive customer experiences by efficiently resolving customer concerns and complaints.
- Handled incoming telephone calls promptly to minimize customer waiting times and enhance Customer satisfaction ratings.
- Helped colleagues with handling complex queries, decreasing turnaround times.

August 2016 - October 2018

**Emirates India International Exchange - Customer Service Officer**, Dubai, United Arab Emirates

- Responded to and summarized customer complaints and feedback.
- Providing excellent customer service and attending to customers at the counter for all business transactions such as remittance, currency exchange, MoneyGram, Instant Cash, Express Money, Transfast, IME, Gulf Remit, Ezetop, WPS, Credit Card Payment, Air Arabia Online Ticket Booking, Opening Bank Accounts, and so on.
- Providing information to our clients about promotions, activities, new or extra services, and other pertinent information.
- Always following the Central Bank of the United Arab Emirates' KYC and Anti-Money Laundering rules.
- Prepares end-of-day reports, cash reconciliations, record, work processing assignments, and other clerical duties.
- Managed cash drawers, pick-ups, and petty cash balances
- Recorded and processed customer data accurately.
- Handling customer complaints.

March 2013 - November 2015

**DDNMRC Ceevees Nuclear Medicine Therapy Centre - Assistant Administration Manager**, Ernakulam, India

- Planned, coordinated, and optimized administrative procedures.
- Monitored department workload, coordinating activities to minimize resource concerns.
- Purchased office supplies and maintained reliable supplier relationships.
- Directed operations for accounts, reconciliations, and payroll.
- Tightened inventory controls to reduce stock loss.
- Prepared, filed, and posted critical financial documents to support budget governance.
- Applied health and safety standards to protect workers from undue risks.
- Represented the organization publicly at events, meetings, and conferences.
- Prepared official reports and technical papers outlining operations, finances, and organizational goals.

- Handled customer inquiries regarding health insurance, wellness programs, and prescription plans and helped provide the best solution for the customer's health and financial well-being.
- Received and interviewed patients and reviewed records and avail information to prepare admission records, including patient data cards, and appropriate records and forms, depending on the type of patient, illness or injury, & urgency of required treatment.
- Before the service, discuss and tell the patient about the cost of the service and payment choices.
- Answering patient calls, emails, and questions from doctors, nurses, and other healthcare professionals. Obtaining patient and family histories in the preparation of treatments and procedures, as well as scheduling appointments and taking prior consent and authorizations for operations
- Handled customer inquiries regarding health insurance, wellness programs, and prescription plans and help provide the best solution for the customer's health and financial well-being.
- Worked as part of a team to ensure that each patient receives the best possible care
- Performed administrative support tasks such as proofreading, transcribing handwritten information, or operating the computer to work with pay records, invoices, balance sheets & other documents.

June 2010 - December 2012

**Cinda Engineering & Construction Pvt Ltd (CTCI CORPORATION)- Office Secretary Cum DocumentController, Ernakulam, India**

- Helped to assimilate key documents for company-wide projects.
- Prepare invoices, business responses, and marketing materials.
- Managed requests for access to documentation, maintaining confidentiality.
- Produced document progress reports for senior managers.
- Liaised with printers to deliver high-volume publications.
- Handled incoming correspondence and technical information, distributing as directed.
- Analysed issue logs to enhance service delivery.
- Conducted complex search and retrieval requests for clients and industry professionals.
- Organized, filed, and stored electronic and physical files to maximise traceability.
- Shared documents at key times to facilitate timely project completion.
- Created and completed critical company documents in line with best practices.
- Amended documents accurately, communicating and redistributing to relevant personnel where necessary.
- Maintain the department's schedule by keeping track of department personnel's calendars, and scheduling. meetings, conferences, teleconferences, travel, and so on.
- Managed phone calls and visitors, as well as office equipment and inventory, as a professional and competent first point of contact
- Stock checks to guarantee proper inventory control; reporting shortfalls and damage to the Warehouse Manager; and material delivery schedule
- Coordinate with clients- Offshore procurement and onshore maximize
- Calculated and expedited contractor and vendor invoices for all construction projects and aided Project Managers and the Construction Manager in administrative responsibilities
- Prepare comprehensive spreadsheets and reports containing various metrics.
- Maintained digital and physical filing systems following practices for organization and information protection.

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## SKILLS

- Financial administration
- Customer service
- Customer relations
- Documentation development
- Banking
- Cash-handling expertise
- Complex problem solving
- Regulatory compliance
- Multi-tasking ability
- Standard operating procedures (SOP) compliance
- Excellent time management skills
- Proficient in MS Office
- Financial services
- Reporting and documentation
- Compliance industry rules and regulations
- Human resources knowledge