

MOHAMMED ZUBAIR

Head Cashier, Supervisor, Customer-Support

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United Arab Emirates



PROFESSIONAL SUMMARY

As a highly motivated and organized Head Cashier, I bring a wealth of experience in overseeing cash transactions and streamlining operational efficiency. My proven track record of leadership is marked by my ability to effectively train and guide teams toward achieving excellence in customer service and meticulous record-keeping. I am eager to embrace a challenging role where my robust leadership skills can be put to use, making a significant contribution to the success of a forward-thinking organization.

SKILLS

- Customer Service Expert
- Cash Handling Expert
- Strong Communication Skills Expert
- Accounting Knowledge Expert
- Conflict Resolution Expert
- Leadership Expert
- Interpersonal Skills Expert
- Supervision and Training Expert
- Foreign Currency Exchange Dealing Expert
- Time Management Expert
- Organization Expert
- Attention to Detail Expert
- Remittance Support Expert
- Analytical Problem Solving Expert
- Inventory Management Expert
- Due Diligence Expert
- Technical Support Expert
- Sales & Marketing Expert

LANGUAGES

- English
- Arabic
- Urdu
- Hindi

EXPERIENCE

- 2018 - Now

Head Cashier - FCY

Al Jaber Exchange / Abu Dhabi

I have had the privilege of working as a Head Cashier - FOREX at Al Jaber Exchange, where I oversaw all foreign currency transactions and managed a team of cashiers. My role required excellent organizational skills, attention to detail, and the ability to handle large amounts of money in a fast-paced environment.

 - Trained and supervised a team of cashiers.
 - Conducted daily audits and reconciliations.
 - Ensured compliance with regulatory guidelines.
 - Processed foreign currency transactions accurately and efficiently.
 - Maintained accurate records of cash flow and inventory.
 - Assisted customers with currency exchange inquiries.
 - Developed and implemented training programs for new cashiers.
 - Keeping track of foreign currency stocks and supplying to branches as per their requirements.
 - 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.
- 2017 - 2018

Branch Supervisor

Premier Int'l Exchange / Dubai

COURSES

2019

Fraud & Counterfeit

Allied Compliance Consultant - FERG

EDUCATION

2005 - 2007

Undergraduate

Anjuman Arts Science & Commerce college /
India, Karnataka

Bachelor Of Commerce

- 2004

Secondary

ANJUMAN HIGH SCHOOL / India, Karnataka
High School Diploma.

As a Branch Supervisor at Premier Int'l Exchange, I oversaw the daily operations of a busy currency exchange branch. My responsibilities included managing a team of employees, ensuring compliance with company policies and procedures, and providing exceptional customer service. I also worked closely with upper management to develop and implement strategies for increasing sales and improving overall branch performance.

- Supervised team of employees.
- Maintained compliance with policies.
- Provided exceptional customer service.
- Developed sales strategies.
- Improved branch performance.

2011 - 2016

Branch Supervisor
Sharaf Exchange LLC / Dubai

During my time as a Branch Supervisor at Sharaf Exchange LLC, I was responsible for overseeing the daily operations and performance of the branch. This included managing a team of tellers, ensuring compliance with company policies and regulations, and providing excellent customer service to clients.

- Managed team of tellers.
- Ensured compliance with policies.
- Provided exceptional customer service.
- Increased branch revenue through effective sales strategies.
- Conducted regular audits for accuracy and efficiency.
- Trained new employees on company procedures.
- Resolved customer complaints and issues promptly.

PERSONAL DETAILS

- Passport: U0731366 / Indian
- Visa Status: Employment / Aug 2024
- D.O.B: APR/1985
- Marital Status: Married
- Driving License: 1894598 Dubai U.A.E
- Immediately available

DECLARATION

(Mohammed Zubair)

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