



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, UAE

- 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 under 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.

August 2016 - October 2018

Emirates India International Exchange – Customer Service Officer, Dubai, UAE

- Responded to and summarized customer complaints and feedback.
- Provide excellent customer service and attend to customers at the counter for all business transactions such as remittance, currency exchange, WPS, Tax payments, Air Arabia Ticket booking, Account opening, 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, records, work processing assignments, and other clerical duties.
- Managed cash drawers, pick-ups, and petty cash balances
- Recorded and processed customer data accurately.

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.
- 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 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

June 2010 - December 2012

Cinda Engineering & Construction Pvt Ltd (CTCI CORPORATION)- Office Secretary Cum Document Controller, 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.
- Handled incoming correspondence and technical information, distributing as directed.
- Analyzed 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 maximize traceability.
- Shared documents at key times to facilitate timely project completion.
- 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, travel, and so on.
- Managed phone calls, visitors, and office equipment and inventory as a professional and competent first point of contact.

- Stock checks to guarantee proper inventory controller; reporting shortfalls and damage to the warehouse manager; and material delivery schedule.
- Calculated and expedited contractor and vendor invoices for all construction projects and aided Project managers and the Construction manager in administrative responsibilities
- Prepare comprehensive Spreadsheet and reports containing various metrics.
- Maintained digital and Physical filing systems following practices for organization and information protection.

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 with industry rules and regulations
- Human resources knowledge