



Sameer Kasim

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PROFESSIONAL SUMMARY

7 year experience in GCC GULF & INDIA with highly focused and dependable customer service executive, money exchange, cash teller and cashier with solid background in accounting, finance and customer service. Familiar with various foreign currencies and knowledgeable in financial regulations. Proven talent for handling high-volume transactions and providing excellent service.

SKILLS

- Accounts Payable/Accounts Receivable.
- Exchange rate expertise
- **Comprehensive currency knowledge**
- Point Of Sale system operation
- Customer-focused
- Microsoft Excel database management
- Excellent communication and customer service skills
- **Strong knowledge of all foreign currency** gold loan and remittance.
- Well-developed listening and interpersonal skill
- Time management , smart appearance, **reliable and punctual**, team work skills, Data analysis

WORK HISTORY

Cashier cum Account Assistant

Aswaaq Retail LLC (GMG) | Dubai | 03/2022 -01/2024

- **Recorded and filed cash transactions** for financial statement development.
- Verified items billed against items received, following up with vendors to reconcile variances.
- **Completed daily and monthly bank reconciliations** and noted any discrepancies.
- Reconciled all company
- accounts, including credit cards and expenses.
- Helped with preparation of management accounts and end-month duties.
- **Resolved customer complaints and answered queries** about store products.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Managing all daily **cash and accounting transactions**
- Maintaining the cash and accounting reconciliation
- **Trained and mentored new cashiers** and clerks in correct processes.
- Redeemed stamps and vouchers against transactions.
- Cash allocation, entries of bank cash book transaction daily

Customer Service Executive (counter staff, Foreign currency cashierrole)

Birla Sunlife Insurance /BANGALORE/ 2019-2021

- Resolved complaints with **proactive problem-solving and analysis**.
- Explained benefits and advantages of different product and service offerings to customers.
- **Managed banking and accounts with expert finance knowledge**.
- Updated customers on **special offers and promotions for increased revenue**.
- Educated customers on **promotions, offers and special events** to enhance product sales.
- Handled **cash and card payments with precision, maintaining customer confidentiality** and discretion throughout.
- To attend customers for all business transactions at the counter.
- Improved company processes by **analysing customer feedback and service trends**.
- Undertaken **KYC** as detailed by the company procedure.

CASH TELLER

LKP Securities LTD /BANGALORE/ 2016 - 2019

- Completed currency exchanges following current, accurate rates.
- Assisted **customers with questions about products, services and terms**.
- Followed up with customers to build long-lasting relationships and boost business opportunities.
- Solved customer **issues and disputes using accurate banking information and policies**, maintaining loyalty and satisfaction.
- Promoting company products and services, **Exchanging foreign currency, Helping loan application**.
- Process cash withdrawals.
- Balance **currency, cash and cheques in cash drawer at the end of each shift**.
- Answered questions about store policies and concerns **politely and professionally, supporting positive customer experiences**.
- Perform specialized tasks such as preparing cashiers checks, **personal money order, issuing travels checks and exchanging foreign currency**.
- Receive & verify loan payments, mortgage payments and utility bill payments.

EDUCATION

09/2016

Adarsh Institute of Technology

Bangalore, India

MBA: Management

And Accounting

GPA: 65

06/2014

Prasanna Degree College

Belthangady, India

BBM

GPA: 66

03/2011

Milagress PU College

Mangalore, India

Pre-

university

Commerce

GPA: 77

05/2009

Bharathi School Mangalore

High School

GPA: 72.32

LANGUAGES KNOWN

- **English:** Proficient
- **Arabic:** Read & Write
- **Hindi:** Proficient
- **Malayalam:** Native Language
- **Kannada:** Proficient
- **Tulu**

CERTIFICATIONS

- Account receivable
- Account payable
- Invoicing process
- Payroll
- MIS reports

ACADEMIC INTERNSHIPS

Internship as Customer Service Executive

Birla Sun life Insurance

Internship as Sales Executive

Tanishq Jewelers

HOBBIES

- Trekking
- Cricket
- Reading
- Socializing with friends and Family

Date:

Signature: