

MOHAMED SHAFEEQUE

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ABUDHABI



Objective

Motivated and result driven Branch Supervisor with 10 years of experience in the exchange field. Strong leadership skills, excellent problem solving abilities and a proven record of enhancing customer satisfaction and driving operational efficiencies. Seeking a challenging position where I can utilize my skills and contribute to the success of the organization.

Experience

ALFARDAN EXCHANGE

29-04_2014 - 08-02-2024

Branch Supervisor

- To manage day-to-day branch operations to ensure efficiency & compliance with operational & security policies.
- Supervise, coach & develop a team of Tellers & FLA. To encourage & motivate team to ensure best productivity from them.
- Reviewed and resolved complaints to uphold positive company reputation.
- Ensure fast, courteous, and efficient customer service by all Team members of the branch.
- Suggested additional products and services matching customer needs.
- Maintained compliance with internal controls and central bank regulations.
- To drive business through regular business plans and initiatives at the branch level.
- Ensure compliance with all legal and regulator requirements, including Anti-Money Laundering (AML) and Know Your Customer (KYC) regulation.
- Deal with complex and difficult customer complaints calmly and professionally, providing effective solutions for continued customer satisfaction.
- Communicated specials, promotions and offers to customers to help upsell additional products and increase revenue.
- Improved service quality and increased sales by developing strong knowledge of company's products and services.
- Ensure cross-selling of all products.
- Maintain personal rapport with customers as well as employees to ensure highest customer satisfaction to retain & increase business.
- To ensure that all business transactions are happening are per company policy. Non-compliance to be reported immediately to competent authority.
- Monitoring of CCTV cameras regularly. Report malfunctioning of branch equipment, tools & machinery immediately to respective department.
- Complying AML and KYC policy & procedures and other guidelines issued by AFEX.

Weizmann Forex Ltd

July 2012 - December 2013

Teller

- Provided warm and friendly welcome to customers to create excellent first impression.
- Responded to and assisted customers with inquiries and updates.
- Provided regular reporting of unallocated cash.
- Handled high-volume credit and cash transactions using Point Of Sale (POS) systems efficiently.
- Prepared daily cash deposits to move funds to financial institution.
- Exchange of foreign currency.
- Counted and packaged currency and coins.



Education

Calicut University

2011

BSc Mathematics

MSMHSS KALLINGAPARAMB

2007

Higher Secondary



Skills

* Excellent customer service *Leadership skills * Time management *Customer retention * Customer complaint management *Staff training.



Achievements & Awards

* Alfa Premier Star Awards Winner -1 * Alfa Premier Star Awards Runner up-1



Languages

Arabic English Hindi Malayalam Tamil



Driving Licence

Driving Licence : 2805603