

MOHAMED SHAFEEQUE

ABUDHABI
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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

Branch Supervisor

29-04_2014 - 08-02-2024

ALFARDAN EXCHANGE

- 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.

Teller

July 2012 - December 2013
Weizmann Forex Ltd

- 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

Course / Degree	School / University	Grade / Score	Year
BSc Mathematics	Calicut University		2011
Higher Secondary	MSMHSS KALLINGAPARAMB		2007

Skills

Excellent Customer Service. Decision Making. Leadership skills. Ability to Multitask. Effective Time Management. Fast Learner. Ability to Work Under Pressure. Computer Skills. Leadership Skills. Communication Skills. Customer complaint management. Team management.

Achievements & Awards

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

Languages

Arabic English Hindi Malayalam Tamil

Driving Licence

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