



MOHAMMED SHABEEB

Mob : 971 544944865
E-mail : Shabie.uae@gmail.com
Address : Ras Al Khaimah, UAE

PROFESSIONAL SUMMARY

Actively seeking in Detail-oriented professional with top skills in customer relations, problem-solving and record-keeping Talented in addressing different service and product problems with thorough and positive style Ready to help with focus on finding creative solutions to conflicts and complaints

WORK HISTORY

EMIRATES INDIA INTERNATIONAL EXCHANGE



Senior Customer Service Officer, Mar 2019 - Current

- Assist in developing, presenting, and implementing policies and procedures to make sure company customers have a satisfactory experience when using its services
- Provide a range of administrative and support services, including records management, routine correspondence, and meeting and event coordination to support the effective operation of the research site.
- Prepare reports, documentation and correspondence to support information flow and inform decision making.
- Provide routine report to appropriate company managers and also customers about achievements and improvements planned to address prevalent deficiencies.
- Train new staff on customer service techniques and skills.
- Receive customer service inquiries.
- Respond to customer service inquiries.
- Promote company's product and services.
- Handle and tracking of transactions, amendments and cancellations.
- Identify needs/wants of customers.
- Make available product brochures for customers.
- Update details for personal and business clients, such as name and address details.
- Provide pricing and delivery information to customers.
- Perform verification of customer.

AL ZAMAN EXCHANGE - Qatar



Teller Service Representative, Apr 2017 - Sep 2018

- Execute foreign bank transactions for both corporate and individual customer.
- KYC and Onboarding of Corporate Entities.
- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensuring all tasks and checks are completed.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provides support and information to customers, over the counter and by phone.
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day.
- Cross selling of different products.

EDUCATION

- ADVANCED DIPLOMA IN FINANCIAL ACCOUNTING - TALLY, PEACHTREE, QUICKBOOKS.
- NATIONAL INSTITUTE OF OPEN SCHOOLING CERTIFICATE OF HIGHER EDUCATION - PLUS TWO.

SELF APPRAISAL

- I possess the willingness to take on new responsibilities of job functions and I'm self-motivated, dedicated, diligent and fast enthusiastic learner.
- To prove my excellence as a management professional by blending my technical and managerial skill in my job.

Personal Details

Date of Birth : 13 May 1993
Marital Status : Single
Nationality : Indian
Visa Status : UAE Residence

Driving License - UAE

Type : Automatic
License No : 240510

SKILLS

- Case investigating
- Complaint management
- Customer service
- Team player
- Payment processing
- Multidisciplinary teamwork
- Report generation
- Data entry
- Call center experience
- Time management
- MS office
- Communication Skills
- Results-driven
- Target achieving skills

LANGUAGES

- English
- Hindi
- Tamil
- Malayalam
- Arabic