



Mohammed Kunhi P P

Customer Service Officer

Dedicated service officer with a proven track record in the exchange industry. Expertise in facilitating seamless financial transactions, ensuring compliance with regulations, and providing exceptional customer service. Adept at building client relationships and resolving inquiries efficiently. Committed to maintaining a high standard of professionalism and accuracy in all tasks.

Contact

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Email

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Address

United Arab Emirates

Education

2018

BCA Graduate

Kannur University

2015

Higher Secondary

State Board

Expertise

- Business Development
- Strategic Planning
- Presentation Skills
- Critical Thinking
- Communication Skills
- Microsoft Office

Language

English

Hindi

Malayalam

Experience

○ 2022 - Present

Al Fardan Exchange | Abudhabi, UAE

Customer Service Officer

- Provide great experience to the customers by offering company's products and services according to the customer's need, attend customer queries and complaints.
- Knowledge about major foreign currencies, banks in different countries.
- Support branch manager in business development by providing various feedbacks and inputs.
- Manage the leads, customer queries and complaints effectively and efficiently (CRM), Ensure customer satisfaction is achieved through the provision of best services.
- Handling of corporate business and HNI customers.
- Supporting the Corporate desk by company registrations, FCY transactions, WPS registrations and remittances.
- Making sure Cross selling is happening for every customer.
- Training new joiners about the products and services.
- Passing account entries on a day-to-day basis
- Processing WPS salary transfer
- Resolve customer issues, concerns in timely manner.
- Cash handling and End-Of-Day reporting.

2019 - Present

Freelance | India

Cryptocurrency Expert

- Experience in Crypto Currency and Crypto trading(Both CEX & DEX).
- Knowledge about various projects in Crypto like, Gamefi, Metaverse, NFT & Defi.
- Also have KYC Approved Accounts in Various Crypto Exchange Binance, Huobi, Mexc, Bitmart, Kucoin.

Declaration

I hereby declare that the information and facts stated here in above are true and complete to the best of my knowledge and belief.