



## ABDUL GAFOOR K A

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### OBJECTIVES

Dedicated and results-driven professional with 2 years of proven expertise in customer service seeking a challenging role to leverage my strong communication and problem-solving skills. Eager to contribute my experience in delivering exceptional customer experiences, resolving issues efficiently, and ensuring customer satisfaction. Committed to upholding company values and fostering positive relationships with clients to drive overall business success.

### EXPERIENCE

**Customer service executive  
(Branch Compliance Officer)**  
April 2022 – Present

#### AL RAZOUKI INTERNATIONAL EXCHANGE CO.LLC

*Al Razouki International Exchange Co. LLC (ARIECO) is a non-banking financial organization, primarily dealing in Foreign Exchange, Global Money Transfer and Wages Administration. Established in 1981, ARIECO is licensed by the Central Bank of UAE, having 25 Branches across the UAE.*

- Customer Service: Provide exquisite service to all the Customers as per established Service Standards of Al Razouki International Exchange. Meet and Greet Customers at Lobby Area and assist them to meet their requirements. Achieve minimum 'Wait' time and 'Serve' time and aim for reducing the TAT on a continuous basis.
- Remittance Transactions: Handle Remittance Transactions, both Inward and Outward, as required by the Customers and as per the Policies and Procedures of Al Razouki International Exchange.
- Foreign Currency Transactions: Handling of multiple currencies and exchanges by strictly following the fake currency policies.
- Financial/Sales Targets: Ensure optimal Profit Margins are maintained. Solicit referrals and initiate Cross Selling opportunities to existing customers. Support the Branch Manager to achieve the targets for Transaction Counts, Volume and Revenue across products and services.
- Branch Compliance Officer: Carry out branch transactions smoothly and in a timely manner, and act as a Branch Compliance Officer (BCO) to regulate and monitor the transactions, including the new KYC registration, which is carried out under the strict guidelines of the Central Bank of the UAE and AML Policies and Procedures of Al Razouki International Exchange.

- Cash Management: Manage cash and cheque transactions and ensure the delivery of quality service to customers while adhering to operational controls.
- Documentation: Ensure documentation and the transaction process is in line with the internal and regulatory requirements.
- Marketing: Carry out marketing activities outside the branch, at various marketplaces, streets, staff accommodations etc. to invite the customers to visit Al Razouki Exchange Branch and avail various available services.

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## ***EDUCATION***

2018 - 2021	Bachelors in Arabic University of Calicut - INDIA
2016- 2018	Higher Secondary Rouzathul Uloom Arabic College Specialization: Arabic

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## ***TRAININGS ATTENDED***

- AML Refresher and Complaint Training  
(Conducted By Crowe Academy Professional and Management Training, Head Office Dubai, UAE)

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## ***SKILLS***

- Teamwork
- Forecasting
- Decision Making
- Multi-tasking
- Reporting & Presentation
- Effective Communication
- Dispute handling

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## ***LANGUAGE***

- English
- Arabic
- Malayalam
- Hindi
- Tamil
- Urdu
- Tagalog

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## ***PERSONAL DETAILS***

Father Name	: Aboobacker K V
Date of Birth & Age	: 07/10/1999 – 24 Years
Nationality	: Indian
Marital status	: Single
Gender	: Male
Passport NO	: R3904239

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## ***DECLARATION***

I hereby declare that the facts and information given above are accurate, correct, and complete to the best of my knowledge and belief.

United Arab Emirates

Abdul Gafoor K A