



MD NAIYM UDDIN

CUSTOMER SERVICE TELLER/
SALES CONSULTANT

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BANGLADESHI

Date of Birth : 22 May 1995

Visa Status: Resident

LANGUAGE

- Bangla
- English
- Hindi

COMPUTER SKILLS:

- Ms Word
- Ms Excel
- Ms Powerpoint

ABOUT ME

An organised, results-oriented Customer Service Professional with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship-building and influencing skills; competent in building customer relationships which inspire confidence and loyalty. A highly efficient individual with extensive team leadership experience, able to adapt well to new environments and learn new processes quickly to achieve outstanding results. Strong ability to multi-task and prioritise, and able to organise, train and monitor teams. Seeking a new, challenging role in a charity which will utilise existing skills.

WORK EXPERIENCE

CUSTOMER SERVICE TELLER

AL DAHAB EXCHANGE

APRIL 2022- Present

Key Responsibilities :

- Assisted customers with financial transactions, including FCY buying and selling | Maintained an in-depth knowledge of company services and products | Ensured compliance with Indiana banking laws and regulations during each shift | Provided customers with friendly service | trained new tellers on company procedures, cash-handling best practices and customer service | Separated currency, coin and cash received from customer | KYC verifications | identify customer needs to capitalize on the business referral opportunities | Actively engaged in company marketing | Meet and exceed service standards, greeting and acknowledging each customer to make them feel welcome, while complying with procedures and security protocols | Teamwork | Flexibility in shifting work | Provide a high level of customer service, offering answers and assistance with a smile | WPS | Western Union | Cash Express | Reporting on frauds and fake notes detected |

Achievements :

- Achieved 100% accuracy rate through a year of cash handling activities

Skills:

- Cash-handling | Customer service | Sales skills | Attention-to-detail | Math skills | Communication | Attention-to-detail | Time management. | Computer skills | Sales skills |

SKILLS:

Project Management



Problem Solving



Creativity



Leadership



ASSISTANT ACCOUNTANT

Rose Foodstuff Trading

JAN 2022- APRIL 2022
part time

Key Responsibilities:

- Manage all accounting transactions | Prepare monthly budget forecasts | Publish financial statements in the end of the month | Handle weekly and monthly closings
- Reconcile accounts payable and receivable | Ensure timely bank payments | Manage balance sheets and profit/loss statements |
- Report on the company's financial health and liquidity | Audit financial transactions and documents | Comply with financial policies and regulations

Skills:

- Hands-on experience with accounting software using Microsoft Excel | Advanced MS Excel skills including VLOOKUP's and pivot tables | Strong attention to detail and good analytical skills | Basic Math skills | Excellent knowledge of accounting regulations and procedure

ACCOUNTANT & FACILITAOR

FINIX ENGLISH HOME

AUG 2019- JUN 2021

Key Responsibilities:

- Manage all daily expenses | Keep records of classes done a day | Keep records of students attendance | Prepare students exam questions result sheet | Take classes | Prepare and pay salaries to the teachers | Publish financial statements in the end of the month | Manage balance sheet and profit/loss statements

Skills:

- Hands-on experience with accounting software using Microsoft Excel | Basic Maths skills | Accounting skills | Strong attention to detail | Advanced MS Excel skills including VLOOKUP's and pivot tables | Strong attention to detail and good analytical skills | | Excellent knowledge of accounting regulations and procedure

EDUCATION HISTORY

Bachelor of Arts

2017-2021

University of Creative Technology Chittagong

- Graduated in English Language and Literature

Bachelor of Business Studies

2014-2016

National University of Bangladesh

- Academic Excellence in Acoounting, Management, and Business studies related courses.

Reference

Gunaksekar Chandrasekar

Branch Supervisor, Al Dahab Exchange

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I hearby declar that above furnished information is obsolete according to the records and to the best of my knowledge and belief.


Signature