

IKHBAL AHAMMED

Filing Clerk/Cashier/Customer Service Executive

Abu Dhabi, UAE

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PROFILE SUMMARY

Organize, conscientious, and detail-oriented cashier, FLA teller, and customer service professional with 7+ years' experience in fast-paced customer service environments. Extensive industry experience includes Customer Service, Finance, and relationship-building skills. Outstanding interpersonal skills and ability to collaborate with people at any level. Good-natured and enthusiastic under pressure. Dedicated to exceeding customer expectations and building customer loyalty. Expertise includes sales, customer service, inventory management, and resolving customer complaints. To obtain a position with a reputable organization where I can utilize my excellent organizational skills, interpersonal skills, and willingness to learn.

PROFESSIONAL SKILLS

- Excellent Cash Handling
- Analytical and Problem-solving
- Excellent Time management Skills
- Microsoft Office
- Good teamwork and people smart
- Customer Service
- Rapid Data Entry Skill
- Adaptability and Quick Learner
- Cheerful and competitive
- Retail software
- Foreign Currency Knowledge
- Inventory Management

PROFESSIONAL EXPERIENCES

CASHIER / FILING CLERK/FRONTLINE ASSOCIATE

LULU INTERNATIONAL EXCHANGE, ABU DHABI-October 2020-Present.

- Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank).
- Administers financial transactions such as currencies, deposits, withdrawals, payments, currency buying and selling. Wages Protection System (WPS) registration, adhering to the UAE Central Bank guidelines.
- Respect and comply with AML rules, policy and procedures of the company at all times
- Handles and process information required for the provision of services, such as opening accounts, corporate account documentation, KYC, VAT payments and other related services.

- Monitors vaults to ensure cash balances are supplied properly to meet daily needs.
- Receives and verifies daily inventories of cash. telegraphic transfers, cheques, online bank transfers.
- Maintains and organized transactions done in the daily operations of the business and record them in their respective accounts.
- Provides financial product information by giving customers or clients information about financial products. foreign currency regulations or other types of financial data.
- Buying and selling foreign currencies on the foreign exchange market.
- Perform clerical duties, maintains mail correspondence and arranges work schedules.
- Resolve all customer complaints in a professional manner while prioritizing customer satisfaction.
- Floor Management and responsible for daily branch opening and closing activities.

STORE KEEPER

AL FAJR MARINE AND FISHING EQUIPMENT LLC ABUDHABI -Sept 2010-October 2013.

Handles successfully the store activities and managed sales.

CASHIER/SUPERVISOR/COMPUTER OPERATOR, 2005 – 2009

Allied lifestyle-(Textiles) , Kerala, India

LANGUAGES

English-Fluent (read, write & speak)

Hindi-Fluent (read, write & speak)

Arabic-Basic (read, write)

Malayalam-Native

EDUCATION

Bachelor of Commerce.2001-2004

PERSONAL DETAILS

- ❖ Date of Birth:
- ❖ Citizenship: India.
- ❖ Marital Status: Married
- ❖ Relocation: Ready to relocate anywhere in UAE