

CURRICULUM VITAE

SHIHAB ACHUMMADAKATH

Abu Dhabi, UAE

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CAREER OBJECTIVE:

Enthusiastic and customer-oriented professional seeking a position that blends guest service and customer service expertise. Aiming to leverage strong communication, problem-solving skills, and a passion for enhancing guest experiences to deliver exceptional support and foster lasting relationships in a dynamic hospitality environment.

WORK EXPERIENCE:

Position : **Customer Service Representative**

Organization : **Al Jazira Exchange, Abu Dhabi, UAE**

Duration : **From Feb-2024 to Present**

- Answering customer questions via phone, email, chat, or in-person.
- Addressing customer complaints and providing effective solutions.
- Offering details about products or services, including pricing and availability.
- Documenting customer interactions and updating account information as needed.
- Delivering top-notch customer service.
- Collecting customer feedback to improve services and products.
- Assisting in training new team members on customer service protocols and company policies.
- Following company policies and procedures to ensure compliance and consistency in service.

Position : **Banking Officer/Supervisor**

Organization : **Al Razouki International Exchange, Dubai, UAE**

Duration : **From Jan-2022 to Jan-2024**

- Handle cash transactions, including checks and foreign currency.
- Greet customers and provide prompt, courteous, and efficient service.
- Prepared and filed Suspicious Transaction Reports (STRs) with relevant regulatory authorities in compliance with AML laws and internal bank policies.
- Handling WPS (Wage Protective System).
- Ensure that all banking operations comply with federal, state, and local regulations, including anti-money laundering (AML) and know your customer (KYC) requirements.
- Process deposits, withdrawals, and cash exchanges accurately while maintaining a balanced cash drawer.
- Handle cash and checks, ensuring all transactions are balanced at the end of the day.
- Ensure compliance with bank policies, procedures, and regulations.

- Respond courteously and effectively to customer's problems, escalating those beyond the role limits to the superiors.
- Monitor transactions for suspicious activity and report any concerns to management.
- Conducting due diligence on new and existing customers to assess risk levels.

Position : **Junior Accountant**

Organization : **Talal Groups of Companies, Dubai, UAE**

Duration : **From Nov-2018 to Apr-2021**

- Preparing invoices, managing accounts payable and receivable.
- Assist with financial reporting.
- Conduct regular and accurate physical inventory counts.
- Maintain accurate records of financial transactions.
- Analyze financial data to identify trends, opportunities, and areas of improvement.
- Prepare basic financial reports, including balance sheets and income statements, under the guidance of senior accountants.
- Handle cashier duties, including processing transactions, managing cash, and providing exceptional customer service.
- Monitor and record all inventory movements, including receiving, stocking, and dispatching items.

EDUCATIONAL QUALIFICATIONS:

B. Com (Bachelor of Commerce)

WIRAS College of Arts & Science, Kannur University, Kerala, India
June 2014 –March 2017

COURSES / CERTIFICATIONS:

- Tally ERP9 (Indian Accounting Software)
- Peachtree (Foreign Accounting Software)
- Quick Books (Foreign Accounting Software)
- Microsoft Office Specialist Master Certification (MOS)
- CDD/EDD & Identification of suspicious activity (FERG)
- Certificate Program in Financial Accounting (CPFA)
- Certificate of Competency (IGNET)
- 14 AML/CFT Training Session (AML BASE)

SKILLS:

- | | |
|-------------------------------|---|
| ➤ Sales and Cross-Selling. | ➤ Customer Relationship Management (CRM). |
| ➤ Communication Skill. | ➤ Attention to Detail. |
| ➤ Customer Service. | ➤ Empathy |
| ➤ MS Office (Excel and Word). | ➤ Multitasking. |
| ➤ Time Management. | ➤ Anti-Money Laundering(AML) |
| ➤ Problem solving. | |
| ➤ Interpersonal. | |
| ➤ Cash Handling. | |

PERSONAL INFORMATION:

Name : Shihab Achummadakath
Father Name : Shahul Hameed
Age & Date of Birth : 26 years, 13/04/1997
Nationality : Indian
Marital status : Single
Passport No : R0395815
Language known : English, Hindi, Malayalam, Arabic
Driving License : Valid UAE driving license.

DECLARATION:

I hereby declare that the information given above is true to the best of my knowledge.

Sincerely,
Shihab Achummadakath
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Abu Dhabi