

Firdoz Musthaffa

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Summary

Last Company Name	ALAnsari Exchange Centre L.L.C, Abu Dhabi,UAE
Total work experience	14 years
Profiles Handled	Customer Service Executive, Foreign currency Cashier.
Reporting To	Branch Manager
Last Tenure	Period - April 2011 – January 2022

About Me -

A career-oriented graduate with experience in Customer Service Excellence and hands-on experiences in, Money Exchange, Money Markets, Foreign Exchange, Global money transfers and Cash Management. A Result-oriented, adaptable, self-motivated, and multilingual customer service professional with good multitasking experience. An avid learner and a strong team player, with competitive oral and written communication skills.

Personal Details -

DOB : 01 AUG 1985| Nationality : Indian | Status : Married | Religion : Islam

Language skills -

English (Fluent – IELTS 6.5 band) / Hindi – (Fluent) / Malayalam – (Native)

My work proficiencies and area of Expertise -

Customer retention, customer new acquisition, Customer revival, Remittance and financial products, Compliance, Foreign currency and cash handling, corporate relationships, WPS – Salary transfer.

My achievements -

During my tenure I have achieved and surpassed the monthly target consecutively without any fail by setting an extra mile goal to my performance, there by outshining among other employees.

My Prospects - I have latest and definitive data of corridor wise individual customers which is less than 10,000 in numbers pertaining to each corridor which are Asian corridors. I have strong relationship over corporate business customers and company owners who I used to liaise and helped to avail our services in doing company swift transfers and remittances. I have strong command over WPS (Salary Company) accountants who does their monthly staff salary remittance.

Duties and Responsibilities -

Working as an effective functioning team member of one of the major profit centers of the company, and ensuring quality customer service, and cumulative growth in revenue and set corporate annual and quarterly targets of a qualitative and quantitative nature.

Complying with the internal controls, AML and cash activities. Meeting the terms of implemented guidelines and directives of the company and its goals from time to time.

An efficient team member for enhancing the control of the entire branch systems and processes.

1. Cash Management and Branch Treasury management. –

Cash Handling a. Cash transactions and over all cash activities b. Cash payments, and daily reconciliation c. Fake Currency detection and identification. d. Cash handling, CIT activities and cash transfers.

2. Global Money transactions -

Remittances a. Wire Transfers b. Swift Transfers c. Instant Money Transfers (Cash Express & Western Union) d. WPS solutions (Salary Payments)

3. Correspondence with customers –

Customer Service a. Customer Revival and customer retention b. New customer Acquisition c. Customer complaints, customer grievance handling and inquiry follow up. d. Daily logistics and reconciliation.

Work Experiences and Job Roles

Company Name - ALAnsari Exchange Centre L.L.C, Abu Dhabi,UAE

Tenure - April 2011 – January 2022

Job Role – Customer service Executive / Foreign Currency Cashier / Branch administration

Company Name - Orient Exchange Centre L.L.C, Abu Dhabi,UAE

Tenure - April 2009 - May 2010

Job Role – Cash Desk Clerk

Company Name - UAE Exchange & Financial Services LTD, Kerala, India

Tenure - Mar2008 - Feb 2009

Job Role – Remittance Clerk

Educational Qualification

University - Mahatma Gandhi University, Kerala, India Economics, Bachelor (BA) -

Year - 2006

General Achievements -

Was Active member of National Cadet Corps and there by attaining the recognition certificate under the authority, Ministry of Defense, Government of India.