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nagoreshaikak@outlook.com

Dubai, Villa No. 8, 23A Street, Rashidiya

SHAIK ABDUL KADER

SKILLS

Excellent Customer Service
Expert

Team Management
Expert

Forecasting Skills
Expert

Communication Skills
Expert

Business Development
Expert

Quality Auditing
Expert

Problem-solving
Expert

LANGUAGES

- Arabic
- English
- Malay
- Tamil

PERSONAL INFO

- Nationality: Indian
- Driving licence: Australian Driving C Class License for Drive Car upto 4.5 Tonnes GVM/ 12 Adults Seating Capacity Vehicle and Bike - Valid Upto 16/07/2028.

PROFESSIONAL SUMMARY

Experienced Senior Cashier with expertise in cash handling, customer service, and currency exchange operations. Skilled in managing high-volume transactions accurately while providing exceptional customer support. Proficient in staff supervision, training, and resolving inquiries while ensuring policy compliance. Adept at operating POS systems and maintaining secure, efficient daily operations in fast-paced environments.

EXPERIENCE

SENIOR CASHIER

AEROWIDE TRAVELS & FOREX (P) LTD, India, Chennai

October 2018 - September 2024

Key Responsibilities:

1. **Accurate Cash Handling and Currency Exchange:** Manage high-volume currency exchange transactions with precision, ensuring compliance with financial regulations and company policies.
2. **Customer Service and Issue Resolution:** Deliver exceptional customer service by addressing inquiries, resolving disputes, and guiding customers through exchange processes efficiently.
3. **Operational Oversight:** Supervise daily operations, train junior staff, and ensure the smooth functioning of point-of-sale systems while maintaining transaction security and efficiency.

Peran Telecommunication , RIA Agents

Oslo city shopping center, Norway

January 2011 - February 2017

Key Responsibilities:

1. Greet customers warmly, understand their remittance needs, and process payments efficiently while maintaining a high standard of customer service.
2. Verify customer identities, authorize and upload remittance payments accurately, and provide tailored recommendations on forex products and services.
3. Assist customers with account openings, facilitate seamless global fund transfers, and address inquiries with clear and helpful solutions.
4. Ensure all tasks are completed within set deadlines while strictly adhering to legal, regulatory, and compliance requirements.

Cashier

Tower Glory's Money Changer (P) Ltd, Singapore

June 2007 - June 2010

Key Responsibilities:

1. **Currency Exchange Transactions:** Accurately process customer transactions, including buying, selling, and exchanging currencies, while ensuring compliance with exchange rates and company policies.
2. **Fraud Prevention and Compliance:** Verify the authenticity of currency and identification documents, adhere to anti-money laundering (AML) regulations, and follow company procedures to prevent fraudulent activities.
3. **Regulatory Reporting:** Prepare and submit required reports to the Monetary Authority of Singapore (MAS) in compliance with local regulatory standards, including reporting large transactions and suspicious activities.
4. **Customer Service:** Provide excellent service by assisting customers with inquiries, explaining rates and fees, and ensuring a smooth and trustworthy transaction experience.

EDUCATION

Diploma in Civil Engineering, State Board of Technical Education, India

Post Graduate Diploma in Computer Application (PGDCA), Afero Computer Academy, India

Autodesk certificate of AutoCAD2009, Institute of Technical Education (ITE)-, Singapore

Diploma in Safety In Construction, All India Institute Of Management Studies, India

Post Graduate Diploma in Fire & Safety Engineering NIFS, Annamalai University, India

HLTAID003 Provide First Aid Certificate including CPR, Safety and First Aid Education Pty Ltd, Australia, Sydney

PASSPORT & VISA DETAILS

**PASSPORT & VISA DETAILS: Z5489485, EXPIRY: 28/10/2029-
VISA STATUS: VISIT VISA, VALID TILL FEB.'25**
