

Mohammed Basil

Customer Service Representative

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Profile Summary

Experienced Teller/Cashier and Customer Service Representative with over 6 years of expertise in financial transactions and cash management. Proficient in currency exchanges, remittances, and regulatory compliance. Skilled in front desk operations and appointment coordination. Strong communicator, focused on delivering excellent client service and meeting sales targets.

Professional Experience

Teller/Cashier and Customer Service Representative

Progoti Exchange Company, Abu Dhabi, United Arab Emirates | November 2018 Onwards

- Handle a high volume of customer transactions, including currency exchanges, money orders, and remittances, while ensuring accuracy and compliance with company policies and regulatory standards.
- Reconcile daily cash drawers, promptly resolve discrepancies, and prepare comprehensive transaction reports for audits and operational transparency.
- Provide personalized customer service by addressing enquiries, resolving account-related issues, and promoting financial products to consistently achieve monthly sales goals.
- Verify and document customer compliance requirements, ensure adherence to anti-money laundering (AML) and regulatory protocols, and maintain organized, error-free transaction records.

Teller and Cashier

Vodafone M Pesa Money Transfer, Valanchery, Malappuram, Kerala, India | March 2018 – October 2018

- Managed a wide range of financial transactions, including deposits, withdrawals, and payments, ensuring accuracy and compliance with established procedures.
- Maintained precise cash handling practices by balancing cash drawers daily, conducting reconciliations, and strictly adhering to financial and security regulations to prevent discrepancies.
- Packaged and organized cash securely for storage or transfer, coordinated with team members to ensure seamless workflow and timely completion of operational deadlines.
- Provided detailed information about banking services, assisted customers by handling enquiries, and proactively resolved account discrepancies to foster trust and enhance the overall banking experience.

Front Desk Receptionist

Crezone Branding Media, Perinthalmanna, Malappuram, Kerala, India | July 2015 – February 2018

- Oversaw front desk operations, providing a warm welcome to visitors, managing incoming calls, and ensuring efficient mail distribution for timely processing.
- Delivered accurate and timely information to guests through in-person interactions, phone calls, and email correspondence, ensuring high levels of customer satisfaction.
- Coordinated and managed executive and staff schedules, maintaining up-to-date calendars, resolving scheduling conflicts, and ensuring seamless meeting preparation and room setup.
- Monitored office supply inventory, coordinated with vendors to ensure timely replenishment, and implemented cost-effective practices to maintain an efficient and well-stocked office environment.

Skills

- Proficient in cash handling and transaction management, that ensure accurate financial operations and customer satisfaction.
- Experienced in customer service and complaint resolution, always aiming to provide effective solutions

- and maintain positive relationships.
- Skilled in front desk administration and reception, managing daily operations and ensuring smooth customer interactions.
- Adept at time management and organization, prioritizing tasks efficiently to meet deadlines in fast-paced environments.
- Strong problem-solving abilities with a keen attention to detail, that facilitate accurate transactions and addressing customer issues promptly.
- Effective communicator with active listening skills, for clear and empathetic interactions with customers and team members.
- Proficient in computer applications, including Microsoft Office, and experienced in operating office equipment to streamline operations.
- Demonstrated ability to collaborate in teams and take leadership roles, promoting a productive and positive work environment.
- Knowledge in financial compliance and regulatory practices, also strong adherence to industry standards and legal requirements.
- Skilled in transaction reconciliation, audit preparation, and cash drawer balancing, ensuring accuracy and resolving discrepancies swiftly.

Qualifications

Diploma in Network Engineering

Government Polytechnic College, Malappuram, Kerala, India | 2018

Certificate Course in Graphic Designing

IIT Government Education, Malappuram, Kerala, India | 2017

Computer Hardware and Laptop Chip-Level Technology

G-Tec Computer Education, Malappuram, Kerala, India | 2016

Personal Details

Date of Birth:	8th September 1997
Nationality:	Indian
Marital Status:	Married
Passport Details:	S5275921 Expiry Date: 09/09/2028
Visa Status:	Residence Visa Expiry Date: 16/02/2025
United Arab Emirates Driving License:	2501979
Languages Known:	English, Hindi, Tamil, Malayalam

Declaration

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

Abu Dhabi, United Arab Emirates

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