



S. SYED MUHAMMAD ALI



CONTACT



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Dubai - UAE



EDUCATION

- **2013**
M.Com
Madurai kamaraj
university Kerala,
- **2011**
B.Com
University of Kerala,
- **2010**
IATA Diploma in UFTA
IATS (Institute),
Kerala, India
- **2005**
Plus Two (Humanities)
Board of Public Examinations



ABOUT ME

To work as a **Customer Service / Travel Assistant/ Foreign Currency handler/ Accounts Assistant** in an organization where my service and management skills will enhance the satisfaction level of the customers and the knowledge in accounting functions will utilize to improve the financial stability.



WORK EXPERIENCE



Customer Service Representative

Orient Exchange Co. LLC

March 2014 to March 2024

- Attending the customers for making DD / Telex transfers / electronic transfers timely and accurately.
- Provide fast, excellent and error free remittance services (DD/TT/WU/WPS etc.) to customers from the published timing of the branch in a very professional way.
- Respect AML rules, policy and procedures of the company wherever applicable. Adhere to all policies and processes to ensure smooth processing and low risk.
- Resolving customer issues reduce wait time and serve time efficient handling.
- Monitor rate on the website or available online tool and forecast currency rate to avoid possible losses and ensure maximum profit.
- Reconcile own cash box against actual transaction at the end of the day.
- Provide better service to customers by guiding them to the best way to send money to their home countries and manage their business if they are businessmen.



Travel Agent

UAE Exchange, Punalur, Kerala, India

March 2012 to December 2012

- Assist clients in reservations, finding travel package, charges, transfers and cancellations
- Responsible for booking international and domestic reservations for rail tickets and air travel
- Handles customer queries and provides alternatives for customer travel in cases of emergency situations
- Offers travel packages and travel products to customers
- Handled the services like Express Money, Money gram, Insurance etc.



PERSONAL DETAILS

- **Gender** MALE
- **Date of Birth** Jan 21, 1988
- **Nationality** Indian
- **Marital status** Married
- **Passport No** R3229357
- **Date Of Expire** 06/09/2027
- **Visa Status** OWN Visa
- **Languages Known** English, Hindi, Malayalam, Tamil, Urdu



PERSONAL SKILLS

- **Excellent communication, interpersonal, and leadership skills with the ability to communicate effectively across departments**
- **Detail-oriented, well organized and able to adhere to deadlines**
- **Ability to motivate people on my team and across departments**
- **Can compromise and proven ability to work at all the levels**
- **Can work under pressure with any kind of tight deadline**

- Cash handling during necessary situations
- Assisted to accounts manager for deal effectively with month end closing deadlines.
- Assisted Account manager to prepare and review expense reports and cash advances
- Prepare electronic funds transfer



Warehouse Supervisor

Swadesilaabham Supermarket, Janakeeya Bazar, Punalur, kerala

February 2009 to December 2011

- Oversee daily warehouse operations, ensuring accurate inventory management, and compliance with safety standards.
- Conduct regular audits and inspections to ensure the safety and cleanliness of the warehouse.
- Building the confidence on dealer's service.
- Ensuring the quality service.



MY SKILLS & EXPERTISE

- **Banking skills**
- **Cash handling expertise**
- **Cross selling**
- **Commitment to quality and Service**
- **Marketing**
- **Excellent people Relationship**
- **MS Windows proficient**
- **Strong banking concept**
- **Person with integrity**

CONCLUSION & DECLARATION

I hereby certify that the above mentioned Statement is correct & true to the best of my knowledge & belief

S. SYED MUHAMMAD ALI