



MOHAMED FAZIL

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PROFESSIONAL SUMMARY

Experienced Customer Service and Administration Professional with 8+ years of expertise in customer transactions, relationship management, compliance, and business development within the finance and retail sectors. Skilled in team leadership, financial analysis, anti-money laundering procedures, and forex trading. Adept at driving customer satisfaction and optimizing operations to achieve business goals.

WORK EXPERIENCE

Branch Service Officer Al Fardan Exchange LLC | 02/2022 – 06/2023

- Resolved customer inquiries and complaints, maintaining high customer satisfaction levels.
- Processed financial transactions, including deposits, withdrawals, remittances, wire transfers, and currency exchanges, adhering to compliance standards.
- Balanced cash drawers, maintained accurate transaction records, and prepared daily branch activity reports.
- Identified and prevented fraudulent activities by adhering to AML guidelines and security procedures.
- Conducted cold calls to leads, converting prospects into high-net-worth individuals (HNIs) and WPS customers through effective sales techniques.
- Promoted and cross-sold various company services, enhancing revenue streams.

Client Relationship Manager La Indiano Motors | 09/2020 – 09/2021

- Developed and maintained productive relationships with key clients to grow the customer base.
- Resolved consumer issues promptly, fostering long-term partnerships.
- Prepared and maintained monthly dealer performance reports and customer case history.
- Generated and managed leads through social media.
- Coordinated sales planning with managers and monitored competitor activities to strategize countermeasures.

Showroom Supervisor Granstores LLC | 07/2014 – 09/2019

- Supervised staff to ensure adherence to management processes and standards.
- Efficiently stocked, replenished, and organized showroom inventory.
- Built positive rapport with customers to secure long-term commercial relationships.
- Trained staff on product features and promotions.

Forex Trader (Self-Employed) 09/2023 – 11/2024

- Conduct market analysis to identify profitable trading opportunities.
 - Managed trading accounts and executed forex trades with precision.
 - Monitored global financial trends and news to implement trading strategies.
 - Developed risk management plans to minimize trading losses.
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EDUCATION

- Bachelor of Commerce
 - Professional Diploma in Graphic Design
 - Higher Secondary School
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CERTIFICATIONS

- Certificate of Completion: **Foundation in AML and KYC**
 - Customer Service and Phone Etiquette
 - Retail Selling Skills and Customer Service
 - Awarded **Excellent Performer** for Mystery Shopping Audit
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SKILLS

Core Skills

- Customer Relationship Management
- Banking and Financial Transactions
- Foreign Exchange and Forex Trading
- Anti-Money Laundering Compliance
- Transaction Processing and Record-Keeping
- Business Development and Cross-Selling Expertise

Technical Skills

- Microsoft Office Suite (Word, Excel, PowerPoint)
- CRM Tools (Salesforce, Zoho CRM)
- Forex Trading Platforms (MetaTrader 4/5)

Soft Skills

- Team Leadership and Training
 - Problem-Solving and Conflict Resolution
 - Effective Communication and Interpersonal Skills
 - Strategic Planning and Decision Making
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LANGUAGES

- English (Fluent)
 - Hindi (Fluent)
 - Arabic (Intermediate)
 - Malayalam (Native)
 - Tamil (Intermediate)
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PASSPORT DETAILS

- Passport Number: B6709429
- Visit Visa: Valid from December 2, 2024, to February 2, 2025