



Mohammed Shafath K A

Senior Teller

10 years experienced Cashier, Marketing specialist and Customer service representative with a demonstrated history of working in the financial services industry. Skilled in handling International Currency Exchange, Customer Service, Office Administration, Accounting, and Cashiering. Strong support professional with a Master in Business Administration.

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Abu Dhabi, UAE

SKILLS

Leadership

MS office advanced

Quick learning skills
meticulous & flexible

Handling customers of
different nationalities

Planning & Execution

Skilled in MS Office

WORK EXPERIENCE

Penta technical services LLC Senior Teller & Frontline Associate

08/2024 – Present

Abu Dhabi, UAE

Company Info: They provide engineering, construction, and maintenance services for the oil & gas and industrial sectors. They focus on quality, safety, and timely delivery

Tasks

- Manage difficult customers, de-escalate conflicts, and find effective resolutions to service issues.
- Collaborate with cross-functional teams, including sales, logistics, and customer support, to enhance service delivery.
- Process orders, returns, and refunds as needed.
- Maintain customer records and update databases.
- Handle cash transactions, billing, and invoicing.
- Ensure compliance with company policies and procedures.
- Support back-office tasks when required.
- Serve as the first point of contact for customers, ensuring a seamless and engaging experience.
- Handle complex customer queries, complaints, and escalations with professionalism and empathy.

Dar Al Amani trading LLC Teller & Frontline Associate

06/2022 – 07/2024

Dubai, UAE

Company Info: Trusted supplier of automotive spare parts in the UAE, offering a wide range of high-quality products. They focus on reliability, affordability, and customer satisfaction.

Tasks

- Analyze customer needs and provide tailored solutions or recommendations.
- Demonstrate in-depth knowledge of products, services, and company policies to assist customers effectively.
- Identify upselling and cross-selling opportunities to maximize revenue.
- Provide excellent customer service to ensure client retention.
- Follow standard operating procedures (SOPs) for handling transactions, order processing, and inventory management.
- Ensure adherence to company policies, industry regulations, and compliance requirements
- Monitor stock levels and coordinate with supply chain teams to maintain availability.
- Process payments, refunds, and exchanges, ensuring accuracy in cash and digital transactions.
- Reconcile daily sales, generate financial reports, and maintain transaction logs.

PERSONAL INFORMATION

Born : Oct-1991

Nationality: Indian

Marital Status: Married

Valid UAE Driving License

Lulu International Exchange

Frontline Associate & Senior Teller

08/2015 – 05/2022

Abu Dhabi, UAE

Company Info: Specialized in foreign exchange, global money transfers, and financial services. It operates over 350 branches in 11 countries, serving customers worldwide.

Tasks

- Customer Service, remittance transfer and receive.
- Sending and receiving money by Western Union, Electronic Transfers, Telegraphic Transfers, SWIFT Transfer of Cheques and Demand Drafts.
- Monitoring high value transaction.
- Financial documentary verification.
- Handling customer complaints, AML.
- Dealing foreign and local currency.
- Handling customers of different nationality.
- Explain, promote, or sell products or services
- Arrange day-to-day funding.
- Bank account opening in Bangladesh, India, Pakistan, Sri Lanka, Nepal and Philippines.
- WPS salary receive and payment to various companies.
- Reconciles financial discrepancies by collecting and analyzing account information.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Reconciles financial discrepancies by collecting and analyzing account inform.
- Secures financial information by completing database backups.
- Maintains financial security by following internal controls.
- Prepares payments by verifying documentation, and requesting disbursements.
- Preparing sales invoices & the up keep of an accurate account filing system.
- Preparation and input of month end journal vouchers.
- Debtors and Creditors reconciliations.
- Assisting conducting regular business reviews of financial performance.
- Ensuring that information is accurately collated & entered in to systems.
- Preparation of bi-weekly invoice and expense claim payment runs.
- Assisting the preparation of monthly balance sheet account reconciliations.
- Contributes to team effort by accomplishing related results as needed.

LANGUAGES

English

Full Professional Proficiency

Malayalam

Native or Bilingual Proficiency

Hindi

Professional Work Proficiency

Tamil

Professional Work Proficiency

EDUCATION

Master of Business Administration (Specialized in Marketing)

Bharathiyar University

08/2016 - 05/2017

India

Bachelor of Commerce

Calicut University

08/2011 – 06/2014

Kerala, India