



MOHAMMED AKBAR

CONTACT

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- Al ain, UAE

EDUCATION

- B.COM (Accounting and Business Management) (2011-2014)**
ALPHA INSTITUTE OF MANAGEMENT
- DIPLOMA & COMPUTER IN ADDITIONAL (2007-2009)**
(MS Word, MS Excel, MS Office Publisher, MS Power Point, Tally)
- HIGHER SECONDARY (2005-2007)**
GHS Higher Secondary School Bangra Manjeshwar

TECHNICAL SKILLS

- Remittance Services
- Currency Exchange
- Card Management
- Cash Handling
- Financial Reporting
- Compliance & Risk Management
- POS & Banking Systems
- Western Union Transactions

SOFT SKILLS

- Customer Service
- Problem-Solving
- Communication
- Attention to Detail
- Time Management
- Teamwork

PERSONAL DETAILS

- Passport No : M6026190
- Visa Status : Resident Visa
- Date of leaving : 17/04/2025

PROFESSIONAL SUMMARY

A highly experienced professional with 14 years and 7 months in the exchange industry, specializing in WPS operations, payroll marketing, remittances, currency exchange, and multi-currency card management. Skilled in customer service, transaction processing, regulatory compliance, and resolving client inquiries efficiently. Committed to delivering high-quality financial services while optimizing operational efficiency and customer satisfaction. Seeking a role as a WPS Payroll Marketing Executive, Cashier, Counter Staff, or Customer Service Representative.

WORK EXPERIENCE

TELLER / WPS OFFICER (APR 2010 – DEC 2024)

LARI EXCHANGE

Wages Protection System (WPS) & Card Management:

- Managed WPS operations, including issuance, renewal, and distribution of company cards.
- Handled multi-currency card requests, refills, refunds, and addressed customer complaints.

Remittance & Money Transfer Services:

- Facilitated inbound and outbound remittances, including international and telegraphic transfers.
- Assisted customers with Western Union, Instant Cash, and other remittance services.

Customer Service & Cash Handling:

- Provided foreign currency exchange services and performed cashier duties.
- Delivered high-quality customer service, addressing inquiries and complaints professionally.

Administration & Reporting:

- Handled customer inquiries via phone and email, ensuring timely responses and follow-ups.
- Processed payments, including credit card transactions and cheque clearances.

LANGUAGES

- Arabic
- English
- Hindi
- Kannada
- Malayalam
- Tamil