

Mohammad Anees

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Customer Service Representative with Expertise in Cash Handling and Payment Processing

Dedicated and detail-oriented Customer Service Representative with two years of experience in cash handling, payment processing, and customer service. Proven ability to resolve customer complaints, and maintain accurate records. Strong communication skills and adept at fostering customer relationships. Committed to delivering fast, professional service and supporting team efforts in achieving business goals.

WORK EXPERIENCE

Customer Service Representative

05/2023 - Present

Emirates Driving Institute

Dubai, United Arab Emirates

- Accurately handled cash and card payments, ensuring seamless processing of customer transactions while adhering to internal financial policies and ensuring accuracy in daily settlements and cash closing procedures.
- Delivered exceptional customer service by resolving inquiries and complaints efficiently, ensuring customer satisfaction and maintaining a professional demeanor in line with the company's service standards.
- Collected and organized transaction supporting documents, following established filing systems and compliance with company policies, including maintaining proper documentation for all financial transactions.
- Actively cross-sold driving courses and additional services to customers, building strong relationships and contributing to business growth by identifying customer needs and offering relevant solutions.

Travel Desk Executive

08/2022 - 03/2023

Mango Meadows Agricultural Theme Park

Kottayam, Kerala, India

- Accurately processed payments for travel-related services, including handling cash and card payments, and ensured all transaction documentation was collected, filed, and stored in accordance with company policies.
- Provided fast and professional customer service to guests, assisting with travel-related inquiries and bookings, ensuring a smooth and efficient experience.
- Effectively resolved customer complaints and issues related to travel services, ensuring guest satisfaction by addressing concerns independently and maintaining a high standard of customer service.
- Promoted additional travel services and packages to guests, identifying opportunities to cross-sell and enhance guest experiences, while supporting business growth through targeted upselling efforts.

Front Office Intern

02/2022 - 06/2022

Hotel City Residence

Kasaragod, Kerala, India

- Assisted with guest check-ins, payments (cash and card), and maintained accurate transaction records, ensuring all documentation was filed according to hotel policies and procedures.
- Provided support with administrative and clerical tasks, ensuring smooth daily operations and efficient workflow.
- Addressed and resolved guest concerns or complaints promptly and professionally, maintaining a high level of customer satisfaction by offering effective solutions.

EDUCATION

Master of Business Administration (MBA)

Central University of Jammu

Jammu & Kashmir, India • 11/2020 - 07/2022

Bachelor of Arts (BA) in Economics

Kannur University

Kanhangad, Kerala, India • 07/2016 - 03/2019

CERTIFICATIONS

Fundamentals of digital marketing

06/2023 - Present

Google Digital Garage

Young Professional Course

03/2022 - Present

TCS iON

Yas expert

01/2022 - Present

Yas Island Abu Dhabi

SKILLS

- | | | | |
|------------------------|--------------------|----------------------|-------------------|
| • Attention to Detail | • Compliance | • Flexibility | • Problem-Solving |
| • Cash Handling | • Customer Service | • IT Literate | • Teamwork |
| • Communication | • Data Entry | • patience | • Time Management |
| • Complaint Resolution | • Documentation | • Payment Processing | • Upselling |

LANGUAGES

English

Professional proficiency

Hindi/Urdu

Professional proficiency

Malayalam

Native

Tamil

Limited proficiency

INTERESTS

Reading & Traveling