

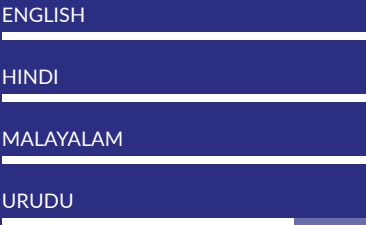
ABOUT ME

As a highly motivated professional equipped with a Bachelor of Computer Applications, I bring nearly three years of valuable experience in the banking and customer service sectors. My proficiency in managing multiple tasks simultaneously, thriving under pressure, and fostering effective communication has consistently propelled me to excel in my roles. I pride myself on being a quick learner and an exceptional team player, underpinned by robust analytical and problem-solving abilities that I have honed over the years. My skill set is tailored to drive success and deliver outstanding results in dynamic environments.

EDUCATION

BACHELOR OF COMPUTER APPLICATIONS (BCA)
Chinmaya Mission College,
Thrissur /
Thrissur /
2015

LANGUAGES



PERSONAL DETAILS

Date of birth
01 Jun 1995


Nationality
Indian


DRIVING LICENSE


Driving license category
LMV - UAE LC NO - 262329

SHABABUDHEEN PM

BANK TELLER/CUSTOMER SERVICE

DUBAI, Dubai, 500001, United Arab Emirates

+971502494214

shababudheenpm@gmail.com

WORK EXPERIENCE

AI GHURAIR EXCHANGE LLP, DUBAI
Dubai
Jan 2024 - Present

Bank Teller/Customer Service

- Resolved customer inquiries and complaints, ensuring high satisfaction and loyalty.
- Expertly handled customer transactions, such as deposits, withdrawals, and transfers, with efficiency and accuracy.
- Managed high-volume transactions with a focus on accuracy and efficiency.
- Consistently balanced cash drawers at the close of each shift, in strict accordance with bank protocols.
- Kept abreast of the latest bank policies, procedures, and Central Bank of UAE regulations to ensure informed service.

DENIBA INTL EXCHANGE, RAS AL KHAIMA
Ras Al Khaima
Dec 2021 - Dec 2023

Customer Service/Cash Handling

- Resolved customer inquiries and complaints, ensuring high satisfaction and loyalty.
- Managed high-volume transactions with a focus on accuracy and efficiency.
- Maintained perfect cash drawer balance, with a record of zero discrepancies.
- Processed sales, returns, and exchanges proficiently via point-of-sale systems.
- Executed opening and closing procedures, including precise cash counts and bank deposit preparation.

SKILLS

