



MOHAMMAD AZEEM

CASHIER

CONTACT

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Dubai

EDUCATION

- B.C.A in Computer Science
From H.N.B. Garhwal university, India.
- Intermediate Examination
- High School Examination
- S.D. Public School ,
Muzaffarnagar, (U.P.), India.
- S.D. Public School ,
Muzaffarnagar (U.P.), India.

SKILLS

- Creativity
- Schedule Management
- Effective Communication
- Leadership
- Handling Pressure
- Motivation Speaker

LANGUAGES

- English (Fluent)
- Urdu
- Arabic

VISA STATUS

- Visit Visa

PROFILE

To infuse the entrusted functions effectively and efficiently, to get a position from where I can contribute my skills towards the development of the organisation and to improve constantly and update myself to become a valuable asset of the organization.

WORK EXPERIENCE

AXIS BANK, INDIA | 2023- 2024

B.R.O

- Managed daily banking operations, ensuring adherence to regulatory compliance and high customer satisfaction levels.
- Collaborated with marketing, human resources, and IT departments to streamline business processes and align with organizational goals.
- Oversaw daily banking activities, upholding superior service standards in high-volume operations handling transactions up to ₹10 Crore per day.
- Supervised teller transactions and executed complex banking tasks efficiently.
- Resolved intricate customer complaints effectively, contributing to high levels of customer satisfaction.
- Ensured strict compliance with all banking regulations and policies, including anti-money laundering (AML) and Know Your Customer (KYC) guidelines.

SALES AND MARKETING

- Self-sourced and generated business through a team of 5 insurance sales officers in the direct marketing channel.
- Generated leads utilizing market information and personal network.
- Coached insurance sales officers to maximize productivity and performance.

CLIENT RELATIONSHIP MANAGEMENT

- Involving existing customers in referral business mode.
- Handling investment queries.

AL-GHURAIR EXCHANGE, UAE | 2017 - 2022

SHIFT INCHARGE

- Assisted the manager in achieving targets set by top management, contributing to branch income growth.
- Delivered error-free customer service, ensuring uncompromised customer satisfaction while adhering to policies and procedures.
- Identified and assessed customer needs to enhance satisfaction and build sustainable, trust-based relationships through effective communication.
- Met personal and team sales targets and call handling quotas.
- Maintained accurate records of customer interactions, processed accounts, and managed documentation.

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INTERESTS

- Travelling
- Swimming
- Cooking

- Followed communication procedures, guidelines, and policies to ensure consistent service quality.
- Took extra steps to engage customers, handling cash transactions, and maintaining daily reports.
- Managed office operations to ensure efficiency and productivity.
- Ensured complaint-free and prompt delivery of services while minimizing errors.
- Processed various transactions, including foreign currency exchange, money transfers, and inward remittance payments.
- Cross-sold products and services, addressed problem items, and responded to customer inquiries.
- Created a warm, welcoming, and customer-centric branch environment.
- Maintained strong relationships with customers to foster loyalty and satisfaction.