

Mohd kayam  
AL Safa Metro Station Al Quoz Industrial Area 2.  
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Dear Hiring Manager,

I am writing to express my keen interest in the Service Officer/ Driham cashier/FCY cashier position at your esteemed exchange house. With a strong passion in foreign exchange operations, customer service, and compliance practices, I am confident in my ability to contribute meaningfully to your organization.

I bring hands-on experience from H.B Exchange, where I assisted customers with currency exchange, ensured AML-KYC compliance, and resolved service issues professionally. My role as a Cashier & Sales Specialist at First & Fresh Store further enhanced my high-volume cash handling and cross-selling abilities. I consistently met and exceeded daily sales targets, trained new staff on fraud prevention, and maintained top-tier customer satisfaction.

In addition to my experience, I hold certifications in Foreign Exchange, AML-KYC Compliance, and Customer Service, along with diploma in Banking Operation Management. I am fluent in English, Hindi, and Urdu, and known for my attention to detail, numeric accuracy, and time management.

I am enthusiastic about the opportunity to bring my skills to your dynamic team and contribute to service excellence. I look forward to the possibility of discussing how I can support your operational goals in a personal interview.

Thank you for your time and consideration.

Sincerely,  
Mohd Kayam

# Mohd Kayam

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## PROFESSIONAL SUMMARY

Results-driven customer service and foreign exchange professional with hands-on experience in currency exchange, high-volume cash handling, and frontline service delivery. Proven ability to exceed sales targets through cross-selling, resolve customer issues effectively, and uphold compliance and service excellence in fast-paced environment.

## Career Objective

- Seeking a Service Officer/ Dirham cashier/ FCY cashier role in a reputed exchange house where I can apply my foreign exchange, customer service, and compliance skills to deliver excellent service and contribute to operational success.

## Experience

- **H.B exchange** 08/2024 - 05/2025  
Foreign exchange & Customer service Associate  
Assisted customers with foreign currency exchange, providing competitive rates and Professional guidance. Handled customer inquiries and complaints , increasing satisfaction and improving retention rates. Ensured AML-KYC Compliance in customer onboarding and transactions.
- **First & fresh store** 5/2020 - 02/2024  
Cashier & Sale specialist  
Consistently exceeded daily sales targets by 10 to 15 % through proactive cross - selling and upselling. Managed high - volume cash transactions with speed and precision , reducing errors to near zero. Providing top-teir customer service addressing inquiries per day with Professionalism and efficiency. Trained new cashier on POS system fraud prevention and customer service best practices .

## Education

- **DR. RAMMANOHAR LOHIA AVADH UNIVERSITY** 2020  
Master of Commerce ( Incomplete-Absent in one paper due to Covid-19 )
- **DR. RAMMANOHAR LOHIA AVADH UNIVERSITY** 2018  
Bachelor of Commerce

## PROFESSIONAL CERTIFICATIONS

- Certified Foreign exchange Professional - VSKILLS
- Certified AML- KYC Compliance officer - VSKILLS
- Certified Customer Service Professional - VSKILLS

## DIPLOMAS

- Master Diploma in Banking Operation Management - IISDT
- Diploma in Cashier - IISDT

## Languages

- English
- Hindi
- Urdu

## Nationality

- INDIAN

## SKILLS

- Foreign exchange & Currency handling
- Customer service & Conflict Resolution
- Sales , Cross - Selling & upselling
- Numeric Competency & Interpersonal skills
- Cashier & POS systems
- Attention to detail & Problem Solving skills
- Time Management & Accuracy

## Visa Status.

- Visa valid until : 26 July 2025