

NOUSHAD JAMALUDEEN

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☎ 971567425615

📍 Jamal Abdul Naser St, Al Majaz 2 - Sharjah - United Arab Emirates



OBJECTIVE

Motivated individual with many years of experience in customer service and cash handling, seeking a Remittance Clerk position to leverage my skills in transaction processing and customer service. Eager to contribute to a fast-paced, customer-centric environment.

EXPERIENCE

04/01/2025

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15/05/2025

Customer Service Executive

ISA Pharmaceuticals Private Limited- Kerala, India

- Introducing new product and develop the marketing and sales strategy for the product through; meetings with doctors/pharmacists, prepare marketing tools [Flyers, Flash cards / Drop cards, Posters, Giveaways].

10/01/2020

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20/08/2022

Foreign Currency Teller/ Junior Officer

Universal Exchange Center - Dubai, United Arab Emirates.

- Worked as the role of Junior Officer, FCY Cashier.
- Contribute to marketing Campaigns.
- Provides fast and excellent customer service to the customers in a professional manner.
- Efficiently handled various bank products [Home Remittance, Western Union, U remit, WPS, Forex] with high service quality.
- Adhere to AML rules, policies and procedures at all time.
- Respond to customer inquiries via phone and in-person, delivering information on products and services.
- Assisted various branch operations with supervisor.
- Resolve customer complaints independently wherever possible.
- Maintain cleanliness of the work place according to office guidelines.

15/08/2008

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30/12/2018

Customer Service Executive / Front Desk Officer

Bank Albilad - Enjaz Banking Services. Jeddah-Saudi Arabia

- Worked as the excellent role of Customer Service Executive in a well reputed organization.
- Delivered exceptional customer service, promptly addressing inquiries and resolving issues to enhance client satisfaction.
- Promoted bank products [Home Remittance, Western Union, TransFast, Foreign Currency Exchange] and services, achieving referral goals through effective communication and relationship building.
- Managed daily FCY transactions ensuring compliance with financial regulations and accuracy in processing.
- Trained and mentored new staff on Foreign Exchange procedures and best practices in customer service.
- Consistently achieved 95% customer satisfaction rating through personalized service and efficient transaction handling.

15/03/2006

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10/01/2008

Marketing Executive / Sales Representative

Al Gharib Supermarket & Department Stores- Riyadh,Saudi Arabia.

- Supporting the Store Manager in the daily business operations of the store.
- Supervising employees,Communicating and Helping customers.
- Handling Administrative duties. •Purchase inventory based on current trends,Availability of new products and customers interest.
- Keeping strong relationships with customers to ensure proper service, Promoting offers.
- Handling cashier duties in a fast paced environment ,with genuine manner and sincerely.

EDUCATION

2003

Microsoft Office

D Tec C

2002

Bachelor Of Science

Kerala University

First Class

SKILLS

Cash handling, Customer Service, Attention to detail, Numeracy, Communication, Conflict Resolution, Knowledge of Banking Procedures, Marketing and Sales.

LANGUAGES

Malayalam

Hindi

English

Arabic

STRENGTHS

- Enthusiasm
- Adaptable
- Flexibility
- Forward Thinking
- Problem Solving
- Capability to work effectively under pressure
- Multilingual

ACHIEVEMENTS & AWARDS

•Successful completion of detecting Counterfeiting and Forgery, communication skills and remittance product from SAMA and Bank Al Bilad •Successful completion of Terrorism Financing, Islamic Banking Awareness Programe,Bussiness continuity management,Information security and Anti Money Laundering from BANK AL BILAD,Ferg Thomson Reuters. •Certificate of Appreciation from Western union,TranstFast, United bank Ltd.

ADDITIONAL INFORMATION

Date of Birth:30/05/1982

Passport Number:V6434272

Nationality:Indian

Visa Status:Visit Visa

Expire Date:18/07/2025