

Mohamed adam Shah

Aspiring Compliance Analyst

Dedicated and accomplished professional with five years of valuable experience in the aviation and hospitality industry, adept at delivering exceptional customer service. Recently certified as a Certified Anti-Money Laundering Specialist (CAMS), I am seeking a challenging role in the compliance field where I can apply my skills, industry experience, and AML knowledge to support regulatory adherence and strengthen organizational integrity.



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📍 Dubai, United Arab Emirates

WORK EXPERIENCE

Service officer/ Branch compliance officer Al Fardan exchange LLC

01/2022 - Present

Dubai, UAE

Achievements/Tasks

- **Currency Exchange:** Conduct accurate and efficient currency exchange transactions for customers, converting various currencies based on prevailing exchange rates.
- **Cash handling:** cash transactions, ensuring precision and attention to detail to minimize errors and discrepancies.
- **Regulatory Compliance:** Ensure the branch operations adhere to all relevant laws, regulations, and guidelines issued by regulatory authorities such as the central bank.
- **Anti-Money Laundering (AML, KYC):** Oversee and implement AML and KYC procedures to identify and prevent money laundering and other financial crimes.

Customer service officer Interglobe Aviation limited - Indigo Airlines

01/2020 - 07/2021

Chennai, India

India's largest low cost carrier

Achievements/Tasks

- **Passenger Assistance:** Provide prompt and courteous assistance to passengers at various touchpoints, including check-in counters, boarding gates, and baggage claim areas.
- **Ticketing and Reservations:** Assist passengers with ticketing, flight reservations, and changes to existing bookings.
- **Customer Issue Resolution:** Address and resolve passenger complaints, concerns, and service-related issues with empathy and professionalism.
- **Safety and Security Compliance:** Adhere to all safety and security protocols set forth by the airline and regulatory authorities.
- **Special Assistance:** Assist passengers with special needs, including unaccompanied minors, elderly travelers, and passengers with disabilities.

EDUCATION

Bachelor of Business Administration(BBA) Hindustan University

05/2016 - 05/2019

India, 75%

Higher secondary school Imam gazzali matric hr sec school

05/2014 - 05/2016

India, 72%

SKILLS

Customer service

Multi tasking

Administration

Self motivated

Problem solving

Team work

Communication

Aviation and hospitality experience

CERTIFICATES

Certified Anti-Money Laundering Specialist (CAMS) (05/2025 - Present)

Recognized global certification for expertise in anti-money laundering (AML) and financial crime prevention

INTERNSHIP

Byju s India's Largest Ed-Tech Company (08/2021 - 09/2021)

Business Development Associate - Internship

Citadines Apart Hotel -Ascott Limited (09/2019 - 11/2019)

Guest service agent internship Front Desk Operations: Proficient in handling check-ins, check-outs, and reservations with efficiency and accuracy.

Citadines Apart Hotel - Ascott Limited (05/2019 - 06/2019)

Human resources trainee - Internship

Head and Hunters Pvt Ltd (05/2018 - 06/2018)

human resources recruiter - Internship

LANGUAGES

English

Full Professional Proficiency

Tamil

Full Professional Proficiency

Hindi

Elementary Proficiency