

## CUSTOMER SERVICE PROFESSIONAL



### PROFILE • ABOUT ME

Dynamic and deadline oriented, **Customer Service Professional** with **5 Years of demonstrated experience in the Finance and Forex Industry** and an overall experience of **7+ Years** including experience in the **aviation industry**. Skilled at building **relationships, cultivating partnerships, retaining top accounts**, and growing **profit channels**. Passionate about creating **organizational success** and bettering **brand reputation** through **servicing customers** in a truly memorable way.

Make **independent decisions** to resolve **customer issues** with strong **problem solving** and **analytical skills**. Sound judgment and a commitment to **customer satisfaction** with the ability to build and develop relationships to **identify problems, assess needs, and find solutions**.

 MUZAMMIL K

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### EDUCATION

#### **Bachelor of Commerce**

University of Calicut

Kerala, India

Graduated

#### **Intermediate**

Government of Kerala Board of Higher Secondary Education

Kerala, India

Completed

#### **High School**

Government of Kerala General Education Department

Kerala, India

Completed

### CORE COMPETENCIES

- Client & Customer Needs Assessment
- Client Education & Product Knowledge
- Business Development & Retention
- Sales Training & Development
- Negotiations & Conflict Resolution
- Data Entry & Data Management
- Advanced Banking & Financial Knowledge
- Money Orders & Transfers
- General Administration Knowledge
- Relationship Selling

### WORK EXPERIENCE

#### **CUSTOMER SERVICE EXECUTIVE / FRONT OFFICE**

**AL AHALIA MONEY EXCHANGE BEAUREAU – 4 YR**

Dubai

United Arab Emirates

- Wish customers and process routine account transactions
- Answer phone calls in a more professional manner and provide information about products and services as required by the callers
- Assist the Customer Service Manager in the development and update processes of the comprehensive Customer Service program, processes and standard operating procedures
- Co-ordination with marketing staff, branch staff, other branch managers and HO
- Audit Customer Service preventive actions taken for all complaints received from Customers through all communication channels
- Ensure that the entire branch operations are adhering to all the policies and procedures
- Doing particular country transaction through bank and money products

### TRAINING & CERTIFICATIONS

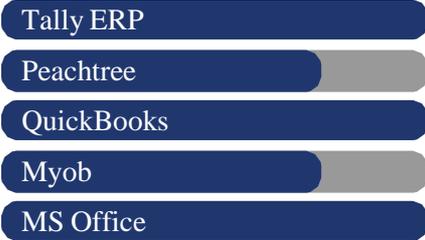
#### ♦ **Aviation Hospitality & Travel Management**

Frank Finn Institute of Air

Hostess Training Calicut, 2014

- ♦ **Galileo India Format Training & Fidelio**  
Frank Finn Institute of Air Hostess Training, Calicut, 2014
- ♦ **Amadeus, Reservation System**

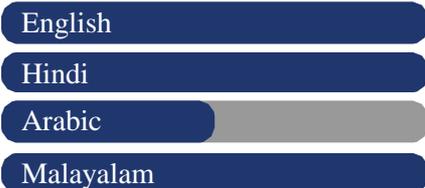
## COMPUTER PROFICIENCY



## SKILLS

- ♦ **Good Communicator**
- ♦ **Time Management**
- ♦ **Leadership & Team Management**
- ♦ **Critical & Creative Thinking**
- ♦ **Adaptability & Multi Tasking**
- ♦ **Pleasing Customer Handling**
- ♦ **Planning & Organizing**

## LANGUAGES



## VISA STATUS

Visit visa up to 13/04/2023

## PERSONAL INFORMATION

### Birthday

11/08/1991

### Gender

Male

### Marital Status

Single

### Nationality

Indian

### Passport

K9736863

- ♦ Identifying new and potential customers, visiting clients and submitting report for the management
- ♦ Skilled in Money Transfers to all part of the Globe through Telex Transfers & Various Speed Cash Products
- ♦ As a people manager provide regular performance management, feedback and coaching; ensuring all team members have clear individual development plans
- ♦ Escalate complaints with serious patient consequences to Regulatory Affairs, where required, so that local regulatory reports can be reviewed
- ♦ Preparing reports as per requirements departments and other government entities
- ♦ To ensure statistical information is produced, collated and analyzed on a regular basis to assist in evaluating the efficiency of the teams and to inform resource allocation and service improvement
- ♦ Manage the customer complaints effectively and take corrective actions and escalate to line manager
- ♦ Perform wage protection system related works like file uploading, authorization, new company registration and new employee registration etc
- ♦ Ensure the compliance of various guidelines issued by Central Bank of UAE and other regulatory authorities
- ♦ Manage and administration of branch activities in the absence of Line Manager
- ♦ Supervise and guide the staffs to perform their duties for the Smooth functioning of branch
- ♦ Verifying the physical balance of cash/currencies held by the cashiers and system at the end of the day in the absence of Line Manage
- ♦ Check and clear the internal specious transaction report , clearing the rejected ID's as per the procedures of o Anti Money Laundering /Know your Customer
- ♦ Assisting compliance officers for Central Bank queries and clearing ISTR
- ♦ Maintaining AML policies and all Central Bank related deeds (EDD, CDD, WPS and Non WPS)

## WPS In-Charge

- ♦ Handling and uploading WPS files on daily basis and mailing to concern department
- ♦ Registering new companies and employees from labour sites
- ♦ Handling and clearing WPS from MOHR site and informing about disbursal and contract Expiry
- ♦ Marketing in Companies for increasing WPS business Disbursing payroll at Company Premise
- ♦ Preparing WPS daily and Monthly Reports and registering new companies
- ♦ Authorising and processing rejected salaries through central bank
- ♦ Making applications for RAK Bank ATM and dispute progress

## COVID 19 VACCINATED