



MUHAMMED RAFI

My Contact

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📍 Al Dhaid, Sharjah, UAE

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Certifications

- CASMEX
- CAFE
- PDFCA & Peachtree
- Tally ERP 9
- Thought Box
- MS Office

Soft Skill

- Excellent Customer Service
- Decision making
- Communication
- Multi-tasking
- Complaint Handling
- Team Player
- Operational Efficiency

Education Background

- Bachelor of Commerce with Finance
University of Calicut (UAE Embassy attested)

Language

- English - Proficient
- Hindi - Proficient
- Malayalam - Proficient
- Tamil - Proficient
- Arabic - Advanced
- Urdu - Advanced

About Me

My forte is to learn, practice and acquire a varied skill set and implement practical initiatives on the path to become a professional in an organization. And to work in a creative and challenging environment that gives me an opportunity for self improvement and leadership.

Professional Experience

Sharaf Exchange, Sharjah, UAE | Branch Supervisor
01/2021 – Present

Key responsibilities:

- Motivate and train employees to meet performance benchmark.
- Assisting front-line staff with handling difficulties, resolving problems and managing large transactions.
- Supervises daily shift process ensuring team members adhere to standard operating procedures.
- Authorizing remittance and WPS transactions.
- Cross checking daily reports and ensuring proper maintenance.
- Resolves customer issues, complaints, problems in a quick, efficient manner to maintain a high level of customer satisfaction
- Weekly & monthly roster of employees.

Sharaf Exchange, Dubai, UAE | Customer Service
Executive with Branch Compliance Officer
10/2018 – 12/2020

Key responsibilities:

- Provide service to retail and commercial customers.
- Processing Forex, remittance and WPS transactions.
- Exercise due diligence in process related t customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC

Reference

Ricard Vincent

Area/ Cluster Manager, Sharaf Exchange LLC

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Email : richard@sharafexchange.com

Declaration

I hereby declared that the information stated above is true to best of my knowledge and belief. I take the full responsibility of any mistake in data if occur in future.

Muhammed Rafi