



Mohamed Fazil

Customer Service Specialist

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Analytical , Detail-Oriented Professional with 8+ years of extensive experience in providing exceptional customer service, administering customer transactions and prompting company offerings in the Finance and Retail Service Industry. Exceptionally organized and focused demonstrating an outstanding attitude to manage and balance a variety of Financial transaction in a fast paced environment.

WORK EXPERIENCE

BRANCH COMPLIANCE-SERVICE OFFICER ALFARDAN EXCHANGE LLC.

02/2022 - 06/2023,

Achievements/Tasks

- Individual Screening of transactions and corporate profile screening.
- Responding to AML enquiries and reporting daily branch activities.
- Document and KY verification creating awareness amongst employees and updating amendments.
- Processing remittance and wire transfer worldwide through Banks and Exchange houses and exchanging currencies and cross selling various services.
- Preparing day to day financial settlements , attending customer enquiries and ensuring their complaints are solved.
- Supervising the teams through support ,advice and assistance .

CLIENT RELATIONSHIP MANAGER La Indiano Motors

09/2020 - 09/2021,

Achievements/Tasks

- Develop and maintain productive relationships with key clients to assist in the growth of the customer base.
- Quickly and promptly resolving consumer issues to establish a long-term partnership.
- Prepare and maintain monthly dealer performance reports and customer case history records.
- Lead generation & management through social media.
- Coordinate with managers to forecast and develop sales plans accordingly and Monitor competition activities and to strategize countermeasures.

SHOWROOM SUPERVISOR GRANSTORES LLC.

07/2014 - 09/2019,

Achievements/Tasks

- Supervise department employees to ensure strict adherence to management's processes and standards.
- Accurately and efficiently stock, replenish, and organize showroom inventory.
- Develop a positive rapport with customers to ensure long-term commercial partnerships.
- Responsible for educating staff on product features and other shop promotions.

SKILLS

CUSTOMER RELATIONSHIP MANAGEMENT

BANKING

FOREIGN EXCHANGE

ANTI MONEY LAUNDERING

TEAM BUILDER

FINANCIAL ANALYSIS

CROSS SELLING EXPERTISE

TRANSACTION PROCESSING

EDUCATION

Bachelor of Commerce.

Sree Raghavendra University Bangalore.

2013 - 2016,

Professional Diploma in Graphic Design Infoprism

2016,

Higher Secondary School.

Kerala State Education Board.

2013,

CERTIFICATIONS

Customer Service and Phone Etiquettes.

Retail Selling Skills and Customer service.

Awarded Excellent Performer for the mystery shopping Audit.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Arabic

Professional Working Proficiency

Malayalam

Native or Bilingual Proficiency

Tamil

Professional Working Proficiency