



JABIR HUSSAIN PK

WPS SUPPORT EXECUTIVE

CONTACT

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Dubai-U.A.E

SKILLS

- Currency Exchange and Conversion
- Customer Service Excellence
- Mathematical Aptitude and Accuracy
- Financial and Regulatory Compliance
- Cash Handling and Security
- Multilingual Communication
- Problem-Solving and Conflict Resolution
- Attention to Detail
- Computer Literacy
- Adaptability and Stress Management

EDUCATION

Bachelor of Business Administration (BBA)

University of Bharathiar.

HSE / Plus Two (Commerce)

Board of Public Education Govt. of Kerala – India.

SSLC

Board of Public Education Govt. of Kerala-India.

LANGUAGES

- ENGLISH
- HINDI
- ARABIC (READ AND WRITE)
- MALAYALAM
- TAMIL

PROFILE

Analytical, detail-oriented Professional with expertise that reflects year-on-year success and extensive experience of over five years in providing exceptional customer service, administering customer transactions, promoting the banking products & services, cash management, foreign currency exchanges, remittance, WPS transaction, salaries deposit & delivery, and Corporate Registration & TT.

LULU INTERNATIONAL EXCHANGE LLC - UNITED ARAB EMIRATES

WPS SUPPORT EXECUTIVE

AUG-2022-TILL

- Handled Central Bank FTS, RFR, RTC, MOL letter, Return cheque, Preparing salary statements, Report analysis & Preparing Excel reports.
- Handled front office desk for resolving customer queries and customer calls.
- Registering new company into the WPS process.
- Dealing quires about employee's salaries (WPS) and First Abu Dhabi Bank (FAB). salary cards in an efficient and timely manner.
- Preparation of pay slips and payrolls and uploading WPS and NON WPS for all companies.
- Resolve problems in a timely and effective manner.
- Ensure customer satisfaction.
- ATM card collecting, sorting, dispatching.
- Playing an integral role in managing document control.

CUSTOMER SERVICE OFFICER-TELLER

OCT 2018- JUL 2022

- Oversees and maintains the organizations foreign currency market position. Executes foreign currency transactions for clients. Establishes local exchange rates for retail customers based on market fluctuations; communicates rates to and directs other staff accordingly.
- Supervising & administering the cash stock and funding cash or currencies
- Overseeing branch including operations and customer service; support branch in all matters related to operations, etc. Directing smooth running of branch activities within compliance and as per organizational policies
- Identifying & dealing with high-profile customers and delivering superior customer service within quality parameters. Nurturing & maintaining relationships with priority and premium customers and ensuring timely resolution of customer complaints.
- Handling foreign currencies of over 30 countries.
- Interacting with the customer complaints and presenting the best-suitable solutions.
- Looking after the vigilance against frauds and errors and maintaining the teller environment in line with the internal policies and procedures of the company and the recommendations of the regulator. Assuring quality complaints are redressed and customer service.
- Maintaining the highest standards of accuracy and promptness while initiating the bill payments such as credit card payments, ETISALAT Payment, and VAT Payment
- Managing a whole gamut of functions, including WPS transactions, deposit salaries & delivery salaries, and corporate registration & TT.

PROFESSIONAL COURSE

- Diploma in Professional Accounting (Manual & Computerized) from IPA, Kerala – India in 2014.
 - Microsoft Office Applications
 - Tally
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PERSONAL DETAILS

DOB : 20/10/2023
GENDER : Male
NATIONALITY : Indian
MARITAL STATUS : Married
PASSPORT DETAILS: N0925781
DRIVING LICENCE : Valid UAE
VISA STATUS : Residence

CERTIFICATIONS - INTERNAL

LULU INTERNATIONAL EXCHANGE LLC

- Targeted Financial Sanctions (TFS) f November 2021.
 - Remittance: Products & Services – UAE – 2021
 - Mastering Cash Handling, and Bank Notes, 2021.
 - Complaint Management: Foundation Level – UAE – December 2021.
 - IT Security Awareness, 2021.
 - Standard Branch Operating Procedures, July 2021.
 - Activating Dormant Customers – UAE – 2022, March 2022.
 - Practicing Whistleblowing – UAE – 2022, March 2022.
 - Risk Management & Employee's Role in managing risk, February 2022.
 - Anti-Money Laundering & Counter Financing of Terrorism (AML/CFT – UAE), June 2022
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DECLARATION

I hereby declare that all the information given above are true and correct with the best of my knowledge.

JABIR HUSSAIN PK