



MOHAMED SHAFEEQUE

CONTACT

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SKILLS

- Accurate money handling.
- Basic math skills.
- Excellent customer service skills.
- Adaptability and responsiveness.
- Quick learner.
- Customer experience strategy
- Excel proficiency
- Performance management
- Customer relations
- Product knowledge
- Effective problem solver
- MS Office expert
- Cash handling
- Account management
- Customer service
- Staff education and training
- Excellent time management skills
- Research and due diligence

LANGUAGES

English:	C1
Advanced	
Arabic:	C1
Advanced	
Hindi:	C1
Advanced	
Malayalam:	C1
Advanced	

PROFESSIONAL SUMMARY

Enthusiastic individual determined to provide each customer with excellent, customised service. Possesses good mathematical skills and keen attention to detail. Commended for high levels of accountability, efficiency and accuracy.

WORK HISTORY

Customer Service Supervisor 05/2014 - Current
AL FARDAN EXCHANGE - ABUDHABI

- Proven ability to learn quickly and adapt to new situations.
- Developed strong communication and organizational skills through working on group projects.
- Implemented customer complaint response strategies, providing rapid and effective follow up to ensure customer satisfaction.
- Maintained high standards of productivity.
- Reviewed processes and practices regularly to achieve business goals.
- Improved customer service experiences to facilitate organic growth and loyalty.
- Completed opening and closing procedures each day.
- Educated customers on promotions, offers and special events to enhance product sales.
- Maintained all aspects of accounting, marketing and data processing for the company.
- Prepare regular reports and summaries of accounting activities.
- Cross-Selling of international travel cards.
- Trained new tellers in institutional processes and procedures, mentoring through learning period and answering questions.
- Identified and mitigated potential fraud and transaction risks.
- Followed up with customers to build long-lasting relationships and boost business opportunities.

WEIZMANN FOREX LTD 07/2012 - 11/2013

- Exchange of foreign currency
- Keeping perfect stock of foreign currency as per the till sheet
- Keeping the accounts clear and handing over it at the end of the shift
- Maintaining effective communication with customers
- Cross-Selling of international travel cards
- Prepare regular reports and summaries of accounting activities
- Maintained all aspects of accounting, marketing and data processing for the company.

EDUCATION

BSC: Maths, 2011
Calicut University

DCFA (Diploma in computerised financial accounting), 2008

2007
MSM, Kerala Board of Education

SSLC, 2005
Kerala Board of Public Examination