

Curriculum Vitae

MANMOHAN SINGH

Dubai – UAE

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CAREER OBJECTIVE

To seek placement within a reputed organization to utilize my skills attained to the optimum level to develop my career and to the benefit of the organization I intent to work for.

WORK EXPERIENCE:

AL AHALIA MONEY EXCHANGE BUREAU

May 2022 – Present

Customer Relations Executive and Cashier

Responsibilities:

- Provide exceptional customer service to clients, ensuring a positive experience and resolving any inquiries or concerns promptly and professionally.
- Utilize CasMex software to facilitate international money transfers for customers, ensuring accuracy and adherence to regulatory guidelines.
- Perform cashier duties, including handling cash transactions and maintaining accurate cash balances.
- Safeguard cash and maintain strict cash handling procedures to prevent discrepancies and ensure accountability.
- Effectively communicate with customers, both in-person and over the phone, to provide assistance, answer questions, and guide them through the money transfer process.
- Maintain a high level of product knowledge to educate customers about available services, fees, and exchange rates.
- Collaborate with team members to ensure smooth operations, streamline processes, and enhance customer satisfaction.
- Adhere to company policies and procedures, including compliance with financial regulations and privacy guidelines.
- Handle customer complaints and conflicts with professionalism, aiming to resolve issues to the satisfaction of all parties involved.
- Stay up-to-date with industry trends and market changes related to international money transfers.

SERCO – PALM JUMEIRAH MONORAIL

January 2022 – February 2023

First Security Group LLC, Dubai, United Arab Emirates

Customer Service Representative - Station

Responsibilities

- Conducting station inspection to ensure the safety of the passengers within the premises
- Carrying out revenue operations (handling cash) and providing excellent customer service to passengers
- Coordinating with the Operations Control Centre using safety critical communications
- Responding to degraded and emergency operations i.e., Lift Rescue, fire in station and station Evacuation
- Performing Normal operations in the station

DNATA

May 2018 to June 2020

Transguard Group, Dubai, United Arab Emirates

Customer Service Representative – Special Handling/Wheelchair Assistant

Responsibilities

- Be always well groomed as per the company's grooming standard/Maintain personal hygiene
- Coordinated with RTC and Accept/ Start / End your tasks in a timely manner when using PDA
- Collects required information and documents from the Customer Services Agent to ensure a smooth passenger journey through security, immigration, and boarding gate.
- Meets designated passengers (unaccompanied minors, young passengers, wheelchair, elderly, and passengers with special needs) and ensures that the required services and facilities are provided to meet any special requirements
- Handling to the WCHR, WCHS, WCHC passengers.
- Ensure to complete/submit Staff card with all the required information and highlight the issues
- Comply with airport/company safety & security standards - adhere to ACAA rules & regulation
- Safely assist PRMs from // to designated area.
- Direct guests where to go and connect them into their next step of the journey.
- Promote our services and products to guests. Recommend things to do.
- Inform guests of service disruption and manage expectations.
- Own and resolve guest enquiries and escalate any issues.

EDUCATIONAL QUALIFICATIONS:

- Diploma in Mechanical Engineering from Lord Krishna Polytechnic College (2015-2017)
- Secondary School Education from GOVT. SENIOR SEC SCHOOL (2013-2014)

ADDITIONAL QUALIFICATION

- Successfully completed **DANGEROUS GOODS HANDLING** - Emirates Aviation College, Dubai
- Successfully completed **SPECIAL LOAD HANDLING** - Emirates Aviation College, Dubai
- Successfully completed **RSI (Ramp Safety Induction)** - DNATA

COMPUTER SKILLS:

- Knowledge of MS-Office (MS Word/Excel/PowerPoint).
- Well verse with the use of Internet & Mail.
- Tally ERP 9

PERSONAL PROFILE:

Father's Name: Lakhbir Singh
Date of Birth: 25th May 1996
Gender: Male
Marital Status: Single
Languages: English, Hindi & Punjabi
Visa: Residence

DRIVING LICENSE DETAILS:

License No: 332310
Category: Manual
Date of Issue: 06/12/2021
Date of Expiry: 05/12/2023
Place of Issue: Ajman

PASSPORT DETAILS:

Passport Number: M0630936
Date of Issue: 11/08/2014
Date of Expiry: 10/08/2024

ACKNOWLEDGEMENT:

I do, hereby declare that the above-mentioned particulars are true and correct to the best of my knowledge.

In view of above I humbly request to give me an opportunity to serve your esteemed organization in the capacity mentioned above for which act of kindness, I shall be very thankful to you. I am highly organized and having a strong inter-personal communications skill. I acquired the ability to deal with people at all levels and independent in decision making in a high-pressured environment. An experienced individual with a level of

motivation towards acceptance and desire. Ready for a long-term association, where acquired, skills and knowledge can make a substantial contribution to the Company's objectives and bottom-line profitability.

