



# Mohammed Basheer

## CONTACT

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## SKILLS

- Excellent Communication Skills
- Decision making skills
- Customer handling Skills
- Leadership Skills
- Flexibility & Adaptability
- Creativity
- Computer skills
- MS- Office
- Complaint handling
- Currency sorting
- Payment processing
- Cash counting machine operations
- Convincing Skills
- Customer advising
- Customer greeting
- Customer relations
- Currency counting
- Till accuracy
- High volume transactions
- Daily transaction summarising
- Cash handling policies

## ADDITIONAL INFORMATION

Reporting Manager:Khalandar Sujat Ali

## PROFESSIONAL SUMMARY

Working as a Dedicated Cashier in Emirates India International Exchange with 1 Year plus 10 Months of Excellent Experience of Customer handling Skills and Knowledge of Foreign Exchange and Foreign Currency and also having Knowledge in Compliance and AML with the objective to learn and Achieve the Goals of the organisation. An excellent customer service managing professional experienced and having knowledge in Banking Sector. Friendly and reliable Customer Service and Providing Excellent service and workplace focus. Processing transactions and assisting customers. Dedicated to answering customer questions and resolving issues.

## WORK HISTORY

- |  |                   |
|--|-------------------|
| <b>Cashier</b>   | 09/2021 - Current |
| <b>Emirates India International Exchange - Abu Dhabi</b> |                   |
- Receiving/issuing cash transaction instruments like remittance, foreign currency exchange, WPS, inter-
  - UAE/global fund transfers, and value-added services transaction payments
  - Resolving complex issues related to failed business transactions/customer complaints and assisting other team members in conducting daily operations efficiently
  - Dealing with Cancellation,Refunds& Amendments
  - Doing the Registration for New Customers
  - Verifying the "KYC" forms and uploading in the system
  - Performing "KYC" verification and On boarding the New Customers
  - Implementing AML frameworks, procedures, and Policies And Following the Compliance policies.
  - Educated customers on promotions, offers and special events to enhance product sales.
  - Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
  - Delivered outstanding customer care with proactive sales and listening skills.
  - Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
  - Completed opening and closing procedures each day.
  - Checked notes carefully to spot counterfeit currency.
  - Addressed and resolved customer complaints to maintain customer loyalty and satisfaction.
  - Handled currency payments, secured funds in register and prepared deposits at end of day.
  - Upselling products and services when processing transactions.
  - Trained and mentored new cashiers and clerks in correct processes.
  - Performing CDD and EDD for Big Amount of transactions.

**Customer Service Executive**  
**HSBC - Hyderabad, India**

08/2016 - 02/2021

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## LANGUAGES

**Urdu** Native

**English** C1  
  
Advanced

**Hindi** C2  
  
Proficient

**Punjabi** B1  
  
Intermediate

**Arabic** A1  
  
Beginner

**Telugu** B1  
  
Intermediate

- Worked on Hong Kong New Migration Process from China, which Deals With Providing Financial Documents to Govt
- Authorities for investigation
- Later Worked on Collection Process Which Deals Collection of Over Due Payments by Calling a Customer on Telephone or Email before the Due Date
- Primary function is to help maximize Recoveries and minimise losses of Bank
- Timely followup Done on Contacted Accounts, Negotiate immediate full & final payments
- Contact : Nirvan
- Upheld data accuracy on internal database.
- Formulated surveys to gather feedback and improve customer service.
- Engaged in team-building activities to build rapport with staff.
- Assessed service statistics and drafted detailed reports based on results.
- Recorded and processed customer data accurately.

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## EDUCATION

**Master of Business Administration:** Finance, Marketing, 11/2016

**Osmania University** – Hyderabad, India

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## ACCOMPLISHMENTS

- Achieved good results Working Collectively with the team.
- Achieved Branch targets by Increasing more transactions with accuracy and efficiency.
- Achieved good Percentage of Targets Given
- Resolved Customer Complaints as per the Procedures.
- Completed the Given Modules