



## Covering Letter

Dear Sir / Madam,

It is with great interest in your organization that I enclose my resume for your kind consideration.

Review of my credentials will confirm that I am capable of serving as the catalyst for creating positive customer experience and playing a pivotal role in the organic growth of the organization through my customer centric approach in dealing with clients who will in return take pride in doing business with us and in introducing new customers to us. I possess over 12 years of experience in Forex Operations which includes managing and disbursing cash, verifying authorizations, placing holds on cheques, making transactions and issuing receipts and also, carrying out back office administrative work.

Skillful in analyzing financial transitions in a fast paced environment and hands on exposure working in different sections of the Exchange House, will help me improve customer satisfaction and minimize risk of revenue loss.

I worked with AL FARDAN EXCHANGE COMPANY as Main Cashier and Customer Support Executive in K M Trading Branch in Abushagara, Sharjah. where I am responsible for cash management and remittances which includes, but not limited to, sale and purchase of foreign currencies, instant transfers and transfers to customer's bank outside the country through '*Wire Transfer, Telex Transfer, Electronic Transfer, and Demand Draft, Western Union, Instant Cash, ARY Speed Remit and Ezremit*'.

I understand that working for your organization requires a candidate who is skilled, team oriented and is able to deal with different types of customers. I am confident that I possess these skills, which will help me to perform the job efficiently and effectively.

My goal is to transmit my enthusiasm, creativity and experience into a position, where I continue to provide quality service which is critical to retain valued customers. I am certain that my presence in your team will prove to be beneficial to your organization. As such, I would welcome an opportunity to speak with you to evaluate your needs and share my ideas.

Regards,

Mohammad Shareef K V

0547368997

Mohammed Shareef K V



Mohammed Shareef  
Kandappan Valappil house  
Edappal, Malappuram dist, Kerala  
Mobile.. 0547368997  
*E-mail:* shareefkv.akd@gmail.com

## MOHAMMED SHAREEF K V

### OBJECTIVE

Seek challenging opportunities in a fast paced financial institution committed to customer delight, where I could leverage my knowledge and skills to add value to the employer, while remaining open to learning and self-development.

### PROFILE SUMMARY

A seasoned professional with an insightful experience of over eight years in Customer Service, Cash Management, Operations and Accounts with a renowned Forex House in UAE.

### KEY COMPETENCIES

- |   |   |
|---|---|
|  Cash Management                 |  Analytical Skills     |
|  Remittance                      |  Adaptability          |
|  Currency / Foreign Exchange     |  Ability to Multi-task |
|  Branch Management / Supervision |  Team Work             |
|  Problem Solving Skills          |  Result Driven         |

### KEY ACCOMPLISHMENTS

#### AL FARDAN EXCHANGE COMPANY (JUNE 2006 TO JANUARY 2019)

- ✓ Accredited with the BEST PERFORMER of the branch on numerous occasions
- ✓ Successfully completed various trainings organized by Al Fardan Exchange's business partners to improve service
- ✓ Managed branch operations independently for three months as part of job rotation and exposure

## WORK HISTORY

### HEAD TELLER & CUSTOMER SERVICE EXECUTIVE

*Al Fardan Exchange Company, Dubai & Sharjah – UAE (From – June 2006 to Jan 2019)*

Fardan Exchange, widely regarded as a top foreign exchange house in UAE, is one of the oldest and leading names in the UAE remittance market and a pioneer in the industry of UAE money exchange business. Privileged to be a part of the reputable Al Fardan Group, Al Fardan Exchange is into the remittance market since 1971.

#### Key Responsibilities:

- ✚ Process and verify different types of transactions
- ✚ Maintain positive customer relations by means of proper handling of all transactions within established procedures
- ✚ Exercising discretion, judgment, and proposal about transaction problems and inquiries by following company's policies and procedures
- ✚ Maintaining, verifying, and balancing allocated cash drawer, including proper trial balancing all through the day
- ✚ Cash deposit in accordance with funding requirements
- ✚ Provide accurate and detailed information to clients
- ✚ Provide responses to queries/complaints on transaction services and procedures and thereby, maintaining excellent customer relations constantly.
- ✚ Direct customers to proper staff
- ✚ Recognize customers' financial services requirements and cross sell services/products to meet those requirements
- ✚ Excellent spoken and written communication skills
- ✚ Dedicated and detail-oriented: high level of accuracy and strong attention to detail
- ✚ Knowledge of Compliance related to financial transactions undertaken by FOREX house

### MATHEMATICS TUTOR

*MES School, Eddapal, Kerala, India (From – Jan 2005 to July 2006)*

MES is a known Educational and Charitable Society in Kerala and is one among the pioneers of Education in Kerala. The Educational Institutions under MES are renowned for their quality and have played a major role in the educational progress made by the Kerala Society.

- ✚ Taught the children of the age group 9-12 (upper primary)
- ✚ Involved and coordinated co-curricular activities of children



CURRENT EMPLOYMENT  
DETAILS:

**MRH FRUITS RETAIL AND WHOLESALE COMPANY MALAPPURAM**

Working as Accountant. From 2019 March till date.

Managing daily Sales and Purchase

Generate monthly financial statements for 125 clients with over 100 accounts.

Collecting Cash from most of the clients everyday and transfer the same to company's account.

---

COMPUTER SKILLS

-  PGDCA (Aptech Computer Education)
-  DCA (ET & T Computer Center)
-  Proficient in MS Office, Excel and PowerPoint

---

LANGUAGE PROFICIENCY

Excellent communication skills, developed through professional experience in handling people/customers and following procedures in a fast paced environment.

**ENGLISH** (READ, WRITE, SPEAK), **ARABI** (READ, WRITE, SPEAK), **HINDI AND TAMIL** (SPEAK)

---

EDUCATION

**M.SC – MASTER OF SCIENCE IN OCEANOGRAPHY AND COSTAL AREA STUDIES**

*Alagappa Unniversity, Tamil Nadu - India*

**B.SC – BACHELOR OF SCIENCE IN INDUSTRIAL FISHERIES**

*MES College, Ponnani, Malappuram, Kerala - India*

---

PERSONAL DETAILS

Date of Birth - 28<sup>th</sup> March 1981

Visa status. Visit Visa

Marital Status - Married

Nationality - Indian

---

REFERENCES

WILL BE PROVIDED UPON REQUEST...