



MOHD SHAMIM

COMPLIANCE OFFICER

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Dubai, U.A.E

SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

EXPERIENCE

- | | |
|---|-------------------|
| BRANCH COMPLIANCE OFFICER
LULU INTERNATIONAL EXCHANGE LLC | 01/2023 - Present |
| <ul style="list-style-type: none">• Ensured that all required documentation is maintained in accordance with company policy.• Prepared and maintained compliance reports for management review.• Provided guidance and support to staff on compliance related matters.• Participated in meetings with regulators as needed regarding compliance topics.• Executed company compliance functions in accordance with government regulations.• Ensured that all employees were aware of their responsibilities regarding corporate compliance matters.• Kept informed regarding pending industry changes, trends, and best practices. | |
| CASHIER
LULU INTERNATIONAL EXCHANGE LLC | 05/2022 - Present |
| <ul style="list-style-type: none">• Operated cash register and accurately processed payments, returns, and exchanges.• Performed opening and closing procedures, such as counting cash register, restocking, and cleaning.• Provided excellent customer service by greeting customers and offering assistance.• Accurately processed customer payments using cash, credit and checks.• Operated the POS system efficiently to ensure accurate transactions. | |
| Customer Service Representative
LULU INTERNATIONAL EXCHANGE LLC | 07/2017 - 05/2022 |
| <ul style="list-style-type: none">• Maintained a high level of professionalism when dealing with difficult customers.• Provided exceptional customer service to ensure customer satisfaction.• Responded to telephone inquiries and complaints following standard operating procedures.• Displayed strong organizational skills while managing multiple projects simultaneously.• Assisted with training and mentoring new team members. | |
| BRANCH SUPERVISOR
ALFALAH EXCHANGE COMPANY | 09/2015 - 07/2017 |
| <ul style="list-style-type: none">• Developed and implemented training programs for new staff members to ensure compliance with company policies and procedures.• Coordinated promotional activities across multiple channels to drive sales growth.• Conducted regular performance reviews with employees to assess progress towards goals. | |

- Established systems to monitor employee attendance and productivity levels.
- Provided guidance and mentorship to junior staff members when needed.
- Monitored office supply needs with consistent inventory checks and requisition approvals

MEDICAL REPRESENTATIVE

01/2013 - 11/2014

LEE-MED PHARMACEUTICALS

- Scheduled appointments and maintained patient records.
- Met with physicians, nurses and other health care professionals to promote products and services.
- Coordinated with marketing department on promotional campaigns.
- Gained in-depth knowledge of all product features and benefits to effectively communicate them to customers.
- Identified new business opportunities through networking activities.
- Visited pharmacies to determine product sales.
- Completed expense reports, sales reports, or other paperwork.

EDUCATION

COMMERCE

2011 - 2014

LUCKNOW UNIVERSITY - BACHELOR'S DEGREE

CERTIFICATES

CAMS (CERTIFIED ANTI-MONEY LAUNDERING SPECIALIST)

2023 - Present

SKILLS

Cash Handling		Reporting Requirements	Intermediate
Branch Management	Expert	Risk Management Strategies	Intermediate
Compliance Reporting	Advanced	Document Review	Expert

LANGUAGES

URDU

ENGLISH

HINDI