



Kazi Mohammad Kafil Uddin Shuvo

Customer Service Executive

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Objective

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting. To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Education

- **National Hotel & Tourism Training Institute** 2018
Diploma
Grade FAIR
- **Dhaka Imperial College** 2017
Higher School Certificate
GPA 4.50
- **Target Computer System Training Center** 2016
Computer Office Course
Grade A
- **Motijheel Govt Boys' High School** 2015
Secondary School Certificate
GPA 5.00

Experience

- **AL FARDAN EXCHANGE LLC** 5th August, 2023 - Currently
Service Officer
 - Greet & assist customer for their needs. Make good relation with customers.
 - Handle activities like remittance, WPS registration & payroll services, card sales & services, corporate foreign currency transactions, FCY buying & selling.
 - Handling duties of chief teller & overall branch supervision.
 - Handling Branch Compliance Activities.
 - Doing KYC verification, individual & corporate customer registration & verification.
 - Make corporate transactions, handling corporate liaison & proper invoice checking, purchase order processing.
 - Managing petty cash, ensuring office stationers are available, maintaining registers & bookfiles.
 - Proper documentation of files & records for quick reference & audit purposes.
 - Following KYC procedures to avoid or minimize compliance risk.
 - Upselling & cross selling of available products to increase branch profit.
 - Properly resolving complaints raised from both customers & employees.
 - Preparing various reports, monitoring & analyzing operational data for better planning.
 - Report to management & perform administrative duties.
- **Sharaf Exchange LLC** 15th November, 2021 - 5th July, 2023
Customer Services Executive (Acting Supervisor)
 - Greet & assist customer for their needs. Make good relation with customers.
 - Handling duties of chief teller & overall branch supervision.
 - Handle activities like remittance, WPS registration & payroll services, card sales & services, corporate foreign currency transactions, FCY buying & selling.
 - Managing petty cash, ensuring office stationers are available, maintaining registers & bookfiles.
 - Proper documentation of files & records for quick reference & audit purposes.
 - Following KYC procedures to avoid or minimize compliance risk.
 - Upselling & cross selling of available products to increase branch profit.
 - Preparing various reports, monitoring & analyzing operational data for better planning.
 - Report to management & perform administrative duties.
 - Properly resolving complaints raised from both customers & employees.

- **FNF Tourism Services**

1st December, 2018 - 31st December, 2019

Reservation Executive

- Greet & assist customer for their needs. Make good relation with customers.
- Sale airline tickets
- Preparing domestic & international tour packages
- Doing itinerary for customers as per their choice.
- Making reports & file in the documents.
- Cash handling & making EOD productivity.

Skills

- Excellent in verbal & written communication
- Proficient with Microsoft office, Microsoft outlook
- Time & priority management
- Works under pressure
- Good at reporting & documentation
- Problem solving & decision making

Languages

- English
- Hindi
- Bengali