



MUHAMMED HASHIM

CONTACT

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EDUCATION

June 2012

M.B.A: Specialized in Finance

Bangalore University, India

March 2010

B.com: Specialized in Finance
The University of Calicut, India

CERTIFICATIONS

- CITRIX
- FBSI
- CRM
- SIEBEL
- TALLY
- Ms Office
- Ms Excell

PROFESSIONAL SUMMARY

Accomplished Branch In Charge with in-depth experience consistently rising through ranks. Well-versed in sales, personnel management, accounting, Foreign Currency sales and remittance with B2B B2C C2C customers handling. Dedicated to complete knowledge of company products and services for optimized customer service. Agile and adaptable staff leader with stellar work history, motivational approach and upbeat nature. Skilled at training employees and leveraging organized approaches to handle daily planning, scheduling and customer service requirements. Forward-thinking and industrious with diplomatic communication style focused on maximizing engagement and satisfaction.

SKILLS

- Customer Service
- Microsoft Office Expertise
- Staff Development
- Sales Strategies
- Sales Activities
- Time Management
- Accounting Techniques
- Staff Training
- Staff Management
- Customer Relations
- Financial Management
- Team Motivation

WORK HISTORY

November 2014 - February 2024

Branch In Charge, Customer Service,
ALFARDAN EXCHANGE.

- Improved customer satisfaction by addressing and resolving complaints promptly.
- Developed strong working relationships with staff, fostering a positive work environment.
- Oversaw daily cash reconciliations, ensuring accurate financial reporting and minimizing discrepancies.
- Maintained a clean, safe, and organized Branch environment to enhance the customer experience.
- Scheduled staff shifts to ensure proper coverage during peak shopping hours without exceeding labor budgets.
- Ensured compliance with all safety regulations by conducting regular inspections of Cash and foreign currency holding in premises.
- Mentored junior staff members in their professional development by offering guidance/support in their assigned roles.
- Supervised day-to-day operations to meet performance, quality and service expectations.

- Monitored cash intake and deposit records, increasing accuracy, and reducing discrepancies.
- Generated retention of business through exceptional customer service and responded to customer concerns with friendly and knowledgeable service.
- Mentored team members to enhance professional development and accountability in workplace.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Developed strategy to increase sales and drive profits.

January 2013 - August 2014

Processing Associate, Fidelity Management and Research (LLC),
Bangalore, India

- Establishing various advisor brokerage accounts as per the application provided by customers, Such as retirement accounts, Individual and joint accounts, Estate accounts, trust and corporate accounts.
- Review and validate the supporting documents submitted by customer and ensure that all documents are in good order to establish the accounts.
- Pulling money from the customer's bank accounts and deposit into their brokerage accounts and vice versa.
- Allocating the money to various funds as per the customer instruction
- Ordering debit card and cheque to customers on their request
- Performing quality checks for all the maintenance and new accounts requests after processing in order to avoid privacy and maintain higher customer satisfaction.
- Handling all the queries coming from customers and on shore with regards to various maintenance requests submitted by customer.
- Processing all the maintenance requests such as standing payment instructions, prime brokerage requests, personal withdrawal service, account access rights form within required turnaround time
- Reduced errors in data entry by maintaining accurate records and double-checking information.
- Improved processing efficiency by streamlining workflows and implementing best practices.

ACCOMPLISHMENTS

- Received an on-the-spot award as recognition for my performance during the training.
- Successfully completed the D1& D2 certification (Domain Certification) within one year of joining.
- Rewarded "Zero defects" for performing high quality work
- Received appreciation for the customer delight.
- Was a part of a team which earned the "You earned it award" for exceeding SLA target in the department of production & quality work.

DRIVING LICENSE

UAE Driving License