




GOLAM MAMUD

 Dubai, United Arab Emirates

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PROFESSIONAL SUMMARY

Experienced cashier in UAE with over 10 years of customer service and cashiering expertise. Proven track record of 100% accuracy in balancing records, exceeding sales goals, and adept at handling diverse customer transactions. Skilled in cash and money exchange, providing advice, and resolving customer concerns promptly. Seeking a challenging role to contribute a decade of expertise to a dynamic organization.

PERSONAL DETAILS

Date of Birth / Age: 27th June, 1985

Marital Status: Married

Gender: Male

Nationality: Indian

Visa Status: Employment (Exp. On Jan, 2026)

Passport: S8877444

SKILLS

- Customer relations
- Cash handling
- Multilingual in English, Hindi, Bengali
- Maintaining All Kind of Foreign Currencies
- WPS payroll
- High volume transactions

WORK HISTORY

CASHIER, 11/2021 - Current

Emirates India International Money Exchange, Dubai, United Arab Emirates

- Executed customer transactions regarding remittance, cash handling and money exchange.
- Proficient in exchanging different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Making WPS Payroll for Companies
- Maintained friendly and professional customer interactions.
- Worked flexible hours across night, weekend, and holiday shifts. Proven ability to learn quickly and adapt to new situations.
- Educated customers on promotions, offers, and special events to enhance product sales.

CUSTOMER SERVICE REPRESENTATIVE, 01/2019 - 10/2021

Easy taxi Sports & Recreational Equip. Rental, Dubai

- Answered customer telephone calls promptly and improved on-hold wait times.
- Assisted customers with varying questions using product knowledge and service

expertise.

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Processed high-value payments with meticulous accuracy.

CUSTOMER SERVICE ASSOCIATE, 08/2013 - 09/2018

Tribangla Cargo LLC, Dubai, United Arab Emirates

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Informed customers about special promotions and provided detailed information for various products.
- Responded to customer calls and emails to answer questions about products and services.

COMPUTER SKILLS

- Accounting systems and software
- Microsoft Word
- Outlook
- Microsoft Excel
- Microsoft Powerpoint

EDUCATION

WEBEL, India, 04/2009 - 04/2010

Diploma: Financial Accounting

Kalyani Univercity, India, 03/2003 - 03/2006

Bachelor of Arts: Arts

LANGUAGES

English

Fluent
C2

Hindi

Fluent
C2

Bengali

Fluent
C2

Arabic

Intermediate
A1