

MOHAMMAD AZEEM

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PERSONAL SUMMARY

To infuse the entrusted functions effectively and efficiently, to get a position from where I can contribute my Skills towards the development of the organization and to improve constantly and update myself to become a Valuable asset of the organization

WORK EXPERIENCE



B.R.O.

M.Z.N, INDIA

From 2023 onwards Responsibilities

- Successfully managed daily operations, maintaining regulatory compliance and ensuring customer Satisfaction.
- Collaborated with other departments, such as marketing, human resources, and IT, to ensure smooth Business processes and alignment on organization-wide goals.
- Managed daily banking activities, ensuring a high-quality standard of service.
- Supervised and conducting teller transactions while completing complex banking transactions for high Volume banking operations handling ₹ 10 Cr per day.
- Successfully resolved complex customer complaints, maintaining high customer satisfaction levels.
- Ensured compliance with all banking regulations and policies, including anti-money laundering and Know-your-customer guidelines.



Shift Incharge

Dubai, United Arab Emirates

From 2017 Till 2022 Responsibilities

- Assisting the Manager for achieving the target given by the top management and increasing the income of the branch.
- Deliver an error-free customer services aimed at providing an uncompromised satisfaction on customers but not compromising the policies and procedures
- Identify and assess customer's needs to achieve satisfaction.
- Build Identify sustainable relationships of trust through open and interactive communication
- Meet personal/customer service team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to

ensure resolution

- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra miles to engage customers.
- Handling cash and maintaining daily reports.
- Manage office operations to ensure efficiency and productivity.
- Adherence to a complaint-free and fast, but error free delivery of services
- Process the transactions, i.e. foreign currency exchange, money transfers, of all kinds, and collection of payments, inward remittance payments.
- Cross-sells the products and services.
- Solves problem items and answers customer's inquiries.
- Create a warm, welcoming and friendly customer centric branch environment
- Maintaining sound relationship with the customers

EDUCATION

B.C.A in Computer Science

H.N.B. Garhwal University, India

2009

LANGUAGES

- English Full
- URDU Intermediate
- ARABIC Elementary

DECLARATION

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately

Mohammad Azeem

VISA STATUS: Visit Visa