



SHAMSUDDHEEN CHETTUKUNDIL

Experienced Banking Professional with 11+ years of dedicated service in overseeing branch operations, staff training and customer service. Proven ability to handle a diverse customer base, resolve problems and process transactions quickly and accurately. Reliable and trustworthy with expert knowledge of banking products and services. Skilled in identifying customer needs and providing tailored solutions. Proven track record of driving sales and achieving performance goals. Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Seeking for Challenging opportunities and willing to play a key role in the innovative and competitive world to deliver results under pressure while maintaining excellent standards of quality control.

CONTACT

054-4896691

shamsch14@gmail.com

U A E

KEY SKILLS

- Customer Service
- Active listening
- Conflict resolution
- Decision-making
- Reconciliation
- Audit compliance
- Creativity and problem-solving
- Risk management
- Analytical and critical thinking
- Monitoring
- Communication skills
- Business relationships
- Excellent time management skills
- Business development
- Financial operations
- Sales and marketing
- Leadership skills
- Multitasking skills

EDUCATIONAL QUALIFICATIONS

- ❖ **BACHELOR OF BUSINESS MANAGEMENT**
MANGALORE UNIVERSITY
INDIA | 2014
- ❖ **HIGHER SECONDARY**
BOARD OF HIGHER SECONDARY
EXAMINATION, KERALA, INDIA
| 2011
- ❖ **HIGH SCHOOL**
BOARD OF PUBLIC
EXAMINATION, KERALA, INDIA
| 2009

EXPERIENCE

- ❖ July 2019 – Present
CUSTOMER SERVICE / TELLER
ALROSTAMANI INTERNATIONAL EXCHANGE, UAE
Duties & Responsibilities
 - Ensuring transactions are completed in an efficient manner with a high level of accuracy.
 - Monitor customer activity and report any suspicious behaviour to the appropriate authorities.
 - Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
 - Communicate regulations and norms regarding transactions in a professional manner.
 - Greet customers in a friendly and professional manner and provide prompt and efficient customer service.
 - Process customer transactions accurately and efficiently, including deposits, withdrawals, check cashing, and foreign currency exchange.
 - Lead customers to relevant department/persons for Query Resolutions, Special Deals and other such activities.
 - Adhere to all banking regulations and security protocols.
 - Effectively manage customer inquiries and complaints.
 - Verify customer information and documentation as part of the Know Your Customer (KYC) process.
 - Assist customers with special requests, such as wire transfers, check ordering, and other related services.
 - Trained new employees regarding money exchange procedures and cash handling.
 - Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed.
 - Processing of wps file.
 - Maintain a neat and organized workstation.
 - Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement.
 - Supervising the branch operations in absence of branch manager.

COMPUTER SKILLS

MS Word, MS Excel

Tally

Internet & Emailing

PowerPoint

PERSONAL INFO

Nationality : Indian
Gender : Male
Marital Status : Married
D O B : 20 July, 1990
Driving license : Automatic
Address : B11 China Cluster
International City
DUBAI

PASSPORT & VISA INFO

Passport No : Y 8283584
Date of Issue : 18/08/2023
Date of Expire : 17/08/2033
Visa Status : Employment Visa
Visa Expire : 18/07/2025

LANGUAGES

English

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Hindi

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Arabic

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Malayalam

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Tamil

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❖ August 2018 – June 2019

ASSISTANT BRANCH SUPERVISOR

REDHA AL ANSARI EXCHANGE DUBAI UAE

Duties & Responsibilities

- Addressed customer inquiries, resolved issues, and ensured a high level of customer satisfaction.
- Monitor and manage customer accounts, including opening and closing accounts.
- Oversee branch operations, including staff supervision, customer service, and financial transactions.
- Monitor and analyse financial data, including income statements, balance sheets, and cash flow statements.
- Prepare and present reports to senior management.
- Develop and implement marketing strategies to promote products and services.
- Ensure compliance with applicable laws and regulations.
- Implement policies and procedures to ensure security of assets, accuracy of data and customer satisfaction.
- Manage, train, and motivate branch employees to ensure optimal performance.
- Develop and maintain relationships with customers and other stakeholders.
- Identify opportunities to improve processes and procedures.
- Monitor branch performance and implement goals to increase customer satisfaction and operational efficiency.
- Ensure compliance with applicable laws and regulations.

❖ January 2015 – July 2018

TELLER

REDHA AL ANSARI EXCHANGE DUBAI UAE

Duties & Responsibilities

- Greet customers in a friendly and professional manner and provide prompt and efficient customer service.
- Responsible for verifying cash totals and balancing cash transactions on a daily basis.
- Handle remittance and counter operations.
- Preparing daily sales report, Daily handing over report.
- Responsible for processing cashier's checks, bank-to-bank cash transfer.
- Checking mails from the Head office.
- Preparing schedules for the staff in the branch.
- Perform responsibilities of verifying transactions and processing transfers.
- Single Windows Customer Service, Remittance Counter Operation.
- Handle cheque and WPS deposit cash.

❖ February 2012 – June 2014

SALES ASSOCIATE

NATIONAL ELECTRONICS, KASARAGOD, KERALA, INDIA

Duties & Responsibilities

- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Assists with inventory, including receiving and stocking merchandise.
- Performing in shop inventory and ordering stock.
- Responsible for individual target.
- Responsible for customer queries and after sales service.
- Serves customers by helping them select products.
- Responsible for store sale.

DECLARATION

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief.

SHAMSUDDHEEN CHETTUKUNDIL