

# MOHD SHAMIM

TELLER/REMITTANCE CLERK

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Dubai, United Arab

EmiratesPassport No:

V5125978 Visa Status:

Employment

## OBJECTIVE

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"To apply my extensive background in accounting, finance, and customer service as a seasoned **Teller/Remittance Clerk**. Proficient in managing diverse foreign currencies and maintaining a deep understanding of financial regulations, I have a proven track record of efficiently managing high-volume transactions and delivering top-notch customer service. With an MBA degree specializing in financial management and business policy development, I am committed to excellence and eager to contribute to organizational growth. I aim to leverage my dynamic skill set and experience to advance my professional journey while ensuring compliance and optimizing strategic resources."

## PROFILE SUMMARY

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Results-driven **Teller/Remittance Clerk** with **8 years** of comprehensive experience in accounting, finance, and customer service. Expertise in managing diverse foreign currencies and a thorough understanding of financial regulations. Proven track record of efficiently managing high-volume transactions while delivering top-notch customer service. Possesses an MBA degree specializing in financial management and business policy development, demonstrating a commitment to excellence and organizational growth. Skilled in ensuring compliance and optimizing strategic resources to drive business success. Eager to leverage a dynamic skill set and extensive experience to advance professional goals and contribute to the strategic objectives of a progressive organization.

## WORK EXPERIENCE

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### TELLER/REMITTANCE CLERK

07/2017 - Till Now

*Lulu International Exchange , Dubai, United Arab Emirates*

- ❖ Conducting cash transactions including deposits, withdrawals, and remittances accurately and efficiently.
  - ❖ Processing foreign currency transactions and ensuring compliance with currency exchange regulations.
  - ❖ Providing excellent customer service by addressing customer inquiries and resolving issues promptly.
  - ❖ Balancing cash drawer and ensuring all transactions are accounted for at the end of the day.
  - ❖ Maintaining a working knowledge of banking products and services to effectively cross-sell to customers.
  - ❖ Adhering to all banking regulations and security measures to prevent fraud and ensure customer safety.
  - ❖ Performing administrative duties such as filing, sorting, and maintaining transaction records.
  - ❖ Collaborating with team members to achieve branch targets and provide seamless customer service.
  - ❖ Assisting in training new tellers and ensuring they understand procedures and protocols.
  - ❖ Keeping up-to-date with changes in banking policies, procedures, and regulations to ensure compliance and accuracy in all transactions.
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**TELLER/REMITTANCE CLERK**

09/2015 - 07/2017

*ALFALAH EXCHANGE ,Abu Dhabi , United Arab Emirates*

- ❖ Verifying customer identification and signatures for transactions, ensuring security and preventing fraud.
  - ❖ Processing loan payments and issuing cashier's checks, money orders, and traveler's checks.
  - ❖ Handling and resolving customer complaints in a professional and courteous manner.
  - ❖ Ensuring that the banking facility is clean, secure, and well-maintained at all times.
  - ❖ Assisting customers with account inquiries, providing information on account balances and transaction history.
  - ❖ Promoting electronic banking services to customers to encourage self-service banking.
  - ❖ Collaborating with the branch manager on operational improvements and customer service enhancements.
  - ❖ Participating in team meetings and contributing ideas to improve branch efficiency and customer satisfaction.
  - ❖ Monitoring and maintaining ATM machines, ensuring they are operational and stocked with cash.
  - ❖ Performing end-of-day procedures, including reconciling cash drawers and preparing daily transaction reports.
  - ❖ Assisting customers with safe deposit box access and transactions.
  - ❖ Handling confidential information with discretion and maintaining customer confidentiality.
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**RELATIONSHIP MANAGER**

12/2019 - 12/2021

*LEE-MED PHARMACUTICALS, LUCKNOW, INDIA*

- ❖ Scheduled appointments and maintained patient records. Met with physicians, nurses and other health care professionals to promote products and services.
- ❖ Coordinated with marketing department on promotional campaigns.
- ❖ Gained in-depth knowledge of all product features and benefits to effectively communicate them to customers.
- ❖ Identified new business opportunities through networking activities. Visited pharmacies to determine product sales.
- ❖ Completed expense reports, sales reports, or other paperwork.

**EDUCATION**

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**Bachelor of Commers ( Finance)**

2014

*University of Lucknow ,Lucknow, Pakistan***DIPLOMA/ COURSES**

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**DIPLOMA OF ADPA***SAFALTA INTITUTE LUCKNOW***ACAMS (CERTIFIDE ANTI-MONEY LOUNDRING OFFICER)****2023**

## SKILLS

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Interpersonal & Technical Skills

- ❖ Financial Transactions
- ❖ Cash Handling
- ❖ Customer Service
- ❖ Foreign Currency Management
- ❖ Regulatory Compliance
- ❖ Attention to Detail
- ❖ Problem Solving
- ❖ Team Collaboration
- ❖ Time Management
- ❖ Organizational Skills
- ❖ Communication Skills
- ❖ AdaptabilityMultitasking
- ❖ Computer Literacy
- ❖ Conflict Resolution
- ❖ Sales SkillsAccuracy
- ❖ Integrity
- ❖ Critical Thinking
- ❖ Dependability

## LANGUAGES

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- ❖ English
- ❖ Hindi
- ❖ Urdu

## REFERENCE

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Reference will be provided on demand.