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Abu Dhabi, United Arab
Emirates

EDUCATION

Bachelor of Commerce,
Finance
**Rabindranath Tagore
University**, Kerala, India

PERSONAL DETAILS

Date of Birth / Age:
11/07/2000
Nationality: Indian
Marital Status: Single
Visa Status: Visit Visa
Gender: Male
Religion: Muslim
Passport: T5540506

LANGUAGES

English

Fluent

Hindi

Fluent

Malayalam

Native

Tamil

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PROFESSIONAL SUMMARY

Seeking a position to utilize my skills and experience and to be part of a team and work dynamically towards the growth of the organization and gain satisfaction and recognition thereof.

Profile Summary.

- A hardworking, active, dynamic and self-oriented person with 2 years of experience in remittance operations, Customer service, and as teller with reputed Money Exchange house in UAE.
- Well experienced in building relationship, customer service and general administration.
- A good team leader with excellent communication skills.

WORK HISTORY

February 2021 - April 2023

Al Bader Money Exchange LLC - Telex Clerk, Abu Dhabi

- Executing on boarding registration of customers with complete KYC procedures.
- Onboarding companies for WPS transactions and VAT payments etc.
- Checking and authorizing branch vouchers.
- Ensuring profitability of branch and achieving budgeted targets.
- Manages salary system (WPS) and handling of the system aspire gulf solutions.
- Balanced Cash drawer at the close of each shift and month
- Calculated total payment received each month and reconciled the result with total sale.
- Foreign currency wholesale and retail Forex dealing depending with market rate.
- Responsible for running day to day activities of the branch.
- Executed all service related initiatives over the counter such as cash receipt, cash payment, local international remittance.
- Handling customer complaints and ensure quality customer service.
- Awareness at the branch level for compliance procedures
- Report to compliance officer for the suspicious transactions and assisting to prepare report accordingly Customer interaction to source CDD documents and information as per compliance guidelines.
- Inputted data quickly and accurately to maintain reliable records.
- Photo copied files, scanned records and filed documents by alphabetical order.
- Built positive working relationships with staff and customers for helpful department support.

Fluent

Arabic

Intermediate

- Supported staff with administrative needs for photocopying, faxing and filing.

February 2019 - October 2019

Oppo Mobiles - Sales Executive, Kerala

- Managed client relationships from early stages of sales process through to post-sales
- Built long-term relationships with customers and generated referrals from existing clients.
- Generated new leads and opportunities to maximize revenue.
- Achieved and exceeded sales targets in line with client growth across all products and services.

SKILLS

- | | |
|--------------------------|--|
| • Customer relations | • Cash counting machine operations |
| • Payment Processing | • Outgoing and enthusiastic |
| • Cash management | • Customer assistance |
| • Attention to Detail | • High volume transactions |
| • Data Entry | • Customer greeting |
| • Bookkeeping | • Well skilled in coordination for given condition |
| • Cash counting | • Confidence and ability to provide suggestions |
| • Cash handling policies | • High level of self-motivation |
| | Hardworking |