



MOHAMMED ABDUL MUJAHED

HEAD CASHIER

CONTACT

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Dubai

EDUCATION

10TH FROM BOARD OF
SECONDARY HYDERABAD

INTERMEDIATE (MPC) FROM
BOARD OF INTERMEDIATE
HYDERABAD.

KEY SKILLS

- Exceptional customer service
- Patience
- Effective Listening
- Clear communication skills
- Ability to work in a team
- Decision making
- Quality focus
- Product Knowledge
- Ability to multi task
- Client Management
- Mathematical aptitude
- Cash handling accuracy
- Ability to work under pressure

LANGUAGES

- English (Proficient)
- Hindi (Native)
- Urdu (Native)
- Arabic (Intermediate)
- Telugu (Proficient)

CAREER OBJECTIVE

EXPERIENCED AND HIGHLY SKILLED HEAD TELLER CASHIER WITH A PROVEN TRACK RECORD OF SUCCESSFULLY MANAGING CASH OPERATIONS IN AN EXCHANGE COMPANY. SEEKING A CHALLENGING POSITION IN A REPUTABLE ORGANIZATION WHERE I CAN UTILIZE MY EXPERTISE IN CASH HANDLING, TEAM LEADERSHIP, AND CUSTOMER SERVICE TO CONTRIBUTE TO THE COMPANY'S GROWTH AND SUCCESS.

WORK EXPERIENCE

- **Head Cashier 11/2019 to 06/2022 AL-Muzaini Exchange, Kuwait.**
- **Customer Service Representative - 09/2017 to 06/2019 Reliance Jio, India.**

Head Cashier 11-2019 to 06-2022 AL-Muzaini Exchange, Kuwait

- Processing Telex Transactions, Swift Transactions, Western Union, DHL, Inward Remittances, Corporate Transactions,
- Sale & Purchase of Foreign Currencies
- Processing SSS/PAG-IBIG/PHILHEALTH Payments
- Ensure assigned work activities are carried out as per company policies and procedures
- Handle 27 Foreign Currencies
- Petty cash management
- Mentor and coach new cashiers
- Report to BM/Br. Supervisor about any discrepancy in cash count (Shortage/Excess) or fake notes
- Make sure enough cash is maintained with the cashier and in the branch to make payouts specially in the afternoons. and when the main safe is locked
- Pay cash against authorized cheques, Transactions as per Company's policy
- Initiates payment amendments, cancellation and confirmations.
- Balancing the total branch cash and make sure the amount balance against the system ledger at the end of the day
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives Maintains a cash drawer, balances and audits the cash
- drawer according to policy and schedule
- Communicate regulations and norms regarding transactions in a professional manner
- Meet and Greet customers at counter, and thank them for their business.

ADDITIONAL SKILLS

- Operating systems: Windows XP, win-7, win-8, win-10.
- Microsoft Office Package: Microsoft Excel, Word, PowerPoint

ABOUT ME

- Religion: Islam
- Passport: # W9744798
- Visa Status : Visit Visa
- Marital Status: Married
- Date of Birth: 26-05-1995
- Gender: Male

- **Customer Service Representative - 09/2017 to 06/2019 Reliance Jio, India**
 - Responding promptly to customer inquiries
 - Acknowledging and resolving customer complaints
 - Escalate unresolved Issues to the appropriate internal teams
 - Maintaining a positive, empathetic, and professional attitude toward customers at all times
 - Taking ownership of customer issues.
 - Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
 - Contributes to team effort by accomplishing related results as needed.
 - Able to work on a rotating shift schedule that ensures 24/7 on call coverage for customers

PERSONAL STRENGTHS

- Sense of Responsibility and communication skills
- High energy work ethic and commitment to customer service
- Interested in learning new things
- Easily adaptable to any new technology with minimum training
- Work with dedication and determination.
- Able to adjust well with people of diverse cultures, religions and backgrounds
- Able to plan, prioritize and execute work as well as time, so as to attain maximum efficiencies
- Marital Status: Married
- Ability to work under pressure and in a fast-paced environment
- Quick Learner