

# Ahad Uddin

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## Career Summary & Objective

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A skilled professional with over eight years of experience in customer service and foreign exchange, specializing in delivering excellent customer support, managing currency exchange and remittance services, and ensuring compliance with financial regulations. Proven ability to handle complex customer issues, mentor teams, and maintain high customer satisfaction. Seeking a challenging role in the UAE's foreign exchange industry to leverage my expertise in providing top-tier financial services and contributing to operational excellence in a growth-oriented organization.

## Top Skills

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Customer Relationship Management | Transaction Processing | Regulatory Compliance | Quality Assurance | Reporting & Documentation | Employees Training and Mentorship | Team Collaboration and Support | Process Improvement | MS Office Suite |

## Professional Experience

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### Amazon

#### *Customer Service Representative*

*July 2018 - June 2024*

- Delivered excellent customer service by addressing inquiries, resolving complaints, and managing order issues through multiple channels.
- Trained and mentored newly hired employees as an Interim Resolution Specialist, helping them get up to speed.
- Collaborated with team members and managers to improve service processes and boost customer satisfaction.
- Received multiple awards and recognition for outstanding performance, consistently ranking among the top performers in customer satisfaction and productivity.
- Stayed updated on changes in company policies and product offerings to provide accurate information to customers.
- Consistently exceeded performance goals, including high customer satisfaction and first-call resolution.
- Handled a large volume of customer interactions while maintaining a high standard of service and resolving issues promptly.
- Played a key role in team projects aimed at improving workflows and increasing operational efficiency.
- Analysed customer feedback and recurring issues, suggesting improvements that helped reduce overall customer complaints.

## **Zeal Forex Pvt Ltd**

***Transfer Executive / Forex Executive***

***June 2016 - April 2018***

- Assisted customers with currency exchange and remittance services, providing clear information on rates and fees.
- Processed domestic and international transfers, ensuring accuracy and compliance with regulations.
- Guided clients through the transaction process, addressing any inquiries or concerns.
- Maintained precise transaction records and prepared daily reports for management.
- Kept up-to-date with forex market trends and updated exchange rates accordingly.
- Delivered prompt and professional service, contributing to high customer satisfaction.

## **Strengths & Abilities**

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- Strong interpersonal and communication skills
- Fast at adapting to new processes and regulations
- Flexibility and time management
- Proven ability to work under pressure and manage high-stress situations
- High adaptability to fast-paced environments and new challenges
- Strong decision-making abilities for customer needs and transactions
- Commitment to continuous improvement and learning

## **Education**

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### **Bachelor of Commerce (Honours)**

**2013 - 2016**

St. Paul Institute of Professional Studies (DAVV University), Indore, India

(Specialized in economics, finance, and business management)

### **Class XII**

**2012-2013**

Shri Vaishav School (MPBSE), Indore, India

(Accounting, business studies, taxation)

## **Professional Certification**

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MS Office Suite (Advanced Excel, MIS, MS PowerPoint, MS Word)

**August 2024**

## **Personal Details**

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Nationality	: Indian	Passport No	: W4220896
Date of Birth	: 30-01-1997	Passport Expiry	: 16-10-2032
Languages	: English (Fluent), Hindi (Native)	Visa	: Visit Visa
Sex	: Male		
Marital Status	: Single		