

MOHAMMAD EMRAN

CUSTOMER SERVICE / CASHIER / ACCOUNTS



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- Sales & Marketing Management.
- Expert in Retail Banking product.
- New Business development
- Team management
- Time management
- Upselling and cross-selling
- Trained for AML/CFT Guideline.
- Customer Relationship Management
- Complaint management
- Branch operation
- Expert in Different Software like Rosetta,
- Uni-Core, Yum Services, We-Tek, CRM, Excel, MS Word, Power Point & Outlook.

EXPERTISE



PROFESSIONAL SUMMARY

Dedicated customer service professional with 08 years' experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction. Track record of quickly acquiring competency in all products and transactions while readily and positively adapting to change.

EXPERIENCE

Customer Service Executive, 12/2022 – Current GCC Exchange - Dubai, UAE



- Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank).
- With in one year, I achieve assigned targets as per commitment.
- Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.
- Attending customers for making Remittance like **Trans-fast, Ria Money, Western Union, Instant Cash, WPS salary, GCC remit, Bank TT, currency exchange, demand drafts /electronic transfer.**
- To perform the role of marketing & sales executive during off-peak business hours.
- To give information on local promotions & activities and other info that provides a valuable service to our customers.
- Followed company regulations, policies, and processes.
- Maintained excellent customer satisfaction by offering friendly, helpful, and informative customer service.
- Answered customer queries on new products, services and sales offers to increase sales.
- To answer customer complaints, branch detail enquiries, **Transaction & Rate enquiries.**
- To make sure that all the required tools are available in the branch and inform the BM or the concerned dept. e.g., **flyers, posters, forms etc.**

Front Line Associate & Customer Service Executive 01/2016 – 07/ 2020 LULU Exchange – (Muscat)Oman



- Balancing all money transactions and paperwork.
- Safeguarding the cash draw.
- Following bank procedures when performing transactions
- Processing customer deposits, withdrawals, and payments.
- Prepare cashiers cheque, and personal money orders, issue travelers cheques exchange foreign currencies.

LANGUAGES

English, Arabic, Hindi & Bangla

English:



Advanced

Arabic:



Proficient

Hindi:



Expert



Bangla Native

HOBBIES

- Reading Books.
- Cricket
- Traveling

- Process foreign transactions and make payments (cash over counter (Coc), cash express, western union, express money.
- Transferring cash from one bank account to another.
- Experience in handling a daily volume of over 200 transactions.
- Perform daily opening and closing procedures within the banking procedure.
- Process transactions throughout the day using remote capture.

Senior Officer (Accounts & Marketing) 12/2020 - 09/2022 Modern Hatchery Ltd (BSM Group) Bangladesh

My Core JD. s

- Identified market opportunities to grow new business across dedicated accounts, adding value to customers' target operating model.
- Built and maintained existing customer relationships, acting as a trusted advisor to deliver innovative solutions and excellent service.
- Maintains customer records by updating accounts information.
- 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.
- Identified opportunities for growth, & sales by conducting market research.
- Handled high-profile clients and territories with exceptional planning and strategic engagement.
- Conducting market research to identify selling possibilities and evaluate customer needs.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.

EDUCATION

MBS (Master In business studies)	2010	National University of Bangladesh
BBS(Bachelor In Business Studies)	2005-2009	National University of bangladesh
Higher secondary certificate	2005	Sat Kania Govt College, Chittagong

REFRENCE

Will Be Provided on Demand.