



MUNEER NIZAR

Customer Service Officer

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ABOUT ME

Dedicated and results-driven Customer Service professional with 4 Years of experience in delivering exceptional service and support to diverse clientele. Proven ability to build positive relationships, resolve complex issues, and exceed customer expectations. Seeking to contribute my skills and expertise to a dynamic customer service role.

EDUCATION

Bachelor Of Commerce
Kerala University
2011 - 2014

Senior Secondary School
Govt. of Kerala
2009 - 2011

SKILLS

- Familiarity with anti-money laundering (AML) and Know Your Customer (KYC) regulations.
- In-depth knowledge of foreign exchange markets and currency trading.
- Strong analytical and problem-solving skills.
- Proficient in using currency exchange software and financial platforms.
- Attention to detail and accuracy in processing transactions.
- Excellent communication and interpersonal abilities.

LANGUAGES

- ENGLISH
- HINDI
- MALAYALAM

WORK EXPERIENCE

Customer Service Officer 2019- 2021

Dubai electricity and water authority| Dubai

- Provide excellent customer service to clients, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Effectively handle a high volume of incoming calls, emails, and live chat interactions.
- Utilize in-depth product knowledge to guide customers through troubleshooting processes and provide accurate information.
- Collaborate with cross-functional teams to escalate and resolve complex customer issues promptly.
- Maintain detailed and accurate records of customer interactions and transactions.
- Assisted customers in navigating the company's products, services, and online platforms.

Customer Support / Teller 2017 - 2019

Emirates International Exchange| Sharjah

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality services to customers while adhering to operational controls and avoiding cash excess and shortages.
- Carry out smooth and error free transactions with the branch.
- Ensuring all actives are completed within timescales and with a high degree of accuracy.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guideline and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Provide information and guidance to customer though the delivery of excellent customer service to resolve customer queries and achieves customer satisfaction.

INTERNSHIP AND VOLUNTEER EXPERIENCE

- Front office Receptionsit (KTDC) -2014
- Guest Relation Officer (IFFK) -2014
- Guest Relation Officer (National Games Of India) -2015