



NOUFAL M YOUSUF

Customer Experience Officer | Teller

Results-driven professional with a background in accounts and a proven track record of delivering exceptional customer experiences. Proficient in financial management and adept at leveraging analytical skills to optimize processes. Currently excelling as a Customer Experience Officer, consistently exceeding expectations and enhancing customer satisfaction. Passionate about driving efficiency and fostering positive relationships with clients.

✉ noufalyousuf03@gmail.com

☎ 971523747597

📍 Sharjah, UAE

🌐 [linkedin.com/in/noufalyousuf5597](https://www.linkedin.com/in/noufalyousuf5597)

WORK EXPERIENCE

Officer-Customer Experience | Teller Al Fardan Exchange LLC

02/2023 - Present

UAE

Al Fardan Exchange - Sole Proprietorship L.L.C is a member of the Al Fardan Group, which has roots stretching back to 1954. Emerging from a seafaring and pearl trading tradition to a commercial trade, the Al-Fardan name is built on a solid bedrock of security and reliability.

Achievements/Tasks

- Processing daily client transaction including remittance, FCY exchange, VAT payment and WPS
- Proficient in building and nurturing strong relationships with clients, fostering trust and loyalty.
- Skilled at swiftly and effectively resolving customer concerns and inquiries, ensuring a positive experience.
- Capable of analyzing customer feedback and data to develop strategic initiatives aimed at enhancing overall customer satisfaction.
- Dedicated to driving continuous improvement in service delivery and exceeding performance targets.
- Demonstrated leadership qualities, guiding teams to achieve customer service excellence and organizational goals.
- Familiarity with relevant customer relationship management (CRM) systems and other tools to support efficient service delivery.

Assistant Accountant GIRISH & SURESH ASSOCIATES

07/2020 - 12/2021

India

Achievements/Tasks

- Proficient in preparing accurate and timely financial reports, including balance sheets, income statements, and cash flow statements.
- Skilled in maintaining organized and up-to-date financial records, ensuring compliance with regulatory requirements and internal policies.
- Experienced in managing accounts payable and receivable processes, including invoicing, payments, and collections.
- Capable of assisting in the preparation of budgets and forecasts, analyzing variances, and providing recommendations for cost optimization.

Accountant CHELLAM INNOVA FURNITURE PALACE

05/2019 - 06/2020

INDIA

Achievements/Tasks

- Documenting financial transaction by entering financial information in Tally. Stock Management, Staff Management
- Preparation of Balance sheet income statement and other statements.

SKILLS

Customer Service

Operational Excellence

Team Leadership

Banking operations

Coaching and Mentoring

Safety Compliance

EDUCATION

Master Accountant (01/2019 - 07/2019)

Regional Human Resource Development and Management Society course certified by Central Government.

Bachelor of Business Administration with Airline & Airport Management (01/2016 - 10/2018)

Bharathiar University

STRENGTHS

Organizational Skills

They excel in managing multiple tasks, prioritizing deadlines, and maintaining orderly financial records.

Analytical Thinking

They can analyze financial data to identify trends, discrepancies, and opportunities for improvement.

Attention to Detail

Ensured accuracy in financial statements leading to successful completion of internal and external audits.

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Tamil

Full Professional Proficiency

Malayalam

Full Professional Proficiency

INTERESTS

Volunteer activity

Language learning

sports

Planning and organization skills