

ASSISTANT BRANCH INCHARGE

# MOHAMMED SHABEEB

## ABOUT ME

Actively seeking in Detail-oriented professional with top skills in customer relations, problem-solving and record-keeping Talented in addressing different service and product problems with thorough and positive style Ready to help with focus on finding creative solutions to conflicts and complaints.

+971 54 494 4865 ✉ Shabie.uae@gmail.com 📍 Deira Dubai, UAE

## WORK EXPERIENCE

### EMIRATES INDIA INTERNATIONAL EXCHANGE

Assistant Branch InCharge MAR/2019 - MAY/2024



- Assist in developing, presenting, and implementing policies and procedures to make sure company customers have a satisfactory experience when using its services
- Provide a range of administrative and support services, including records management, routine correspondence, and meeting and event coordination to support the effective operation of the research site.
- Prepare reports, documentation and correspondence to support information flow and inform decision making.
- Provide routine report to appropriate company managers and also customers about achievements and improvements planned to address prevalent deficiencies.
- Train new staff on customer service techniques and skills.
- Receive customer service inquiries.
- Respond to customer service inquiries.
- Promote company's product and services.
- Handle and tracking of transactions, amendments and cancellations.
- Identify needs/wants of customers.
- Make available product brochures for customers.
- Update details for personal and business clients, such as name and address details.
- Provide pricing and delivery information to customers.
- Perform verification of customer.

### AL ZAMAN EXCHANGE - Qatar

Customer Service Officer APR/2017 - SEP/2018



- Execute foreign bank transactions for both corporate and individual customer.
- KYC and Onboarding of Corporate Entities.
- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensuring all tasks and checks are completed.
- Follow compliance procedures, company policies and abides by all health and safety guidelines as per company standards.
- Performs administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provides support and information to customers, over the counter and by phone.
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the close of each business day.
- Cross selling of different products.

## SELF APPRAISAL

- I possess the willingness to take on new responsibilities of job functions and I'm self-motivated, dedicated, diligent and fast enthusiastic learner.
- To prove my excellence as a management professional by blending my technical and managerial skill in my job.



## PERSONAL DETAIL

- Date of Birth : 13 May 1993
- Marital Status : Married
- Nationality : Indian
- Visa Status : Visit Visa
- Visa Expire : 02nd March 2025

## DRIVING LICENSE - UAE

- Type: Manual
- License No : 240510

## EDUCATION

- ▶ National Institute Of Open Schooling  
Certificate Of Higher Education - Plus Two.
- ▶ Advanced Diploma In Financial Accounting
- Tally
- Peachtree
- Quickbooks

## SKILLS

- Case investigating
- Complaint management
- Customer service
- Team player
- Payment processing
- Multidisciplinary teamwork
- Report generation
- Data entry
- Call center experience
- Time management
- MS office
- Communication Skills
- Results-driven
- Target achieving skills

## LANGUAGES

- English
- Hindi
- Tamil
- Malayalam
- Arabic