



MOHAMMED AKBAR

CONTACT

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- m.akbarsonu@gmail.com
- Al ain, UAE

EDUCATION

- B.COM (Accounting and Business Management) (2011-2014)**
ALPHA INSTITUTE OF MANAGEMENT
- DIPLOMA & COMPUTER IN ADDITIONAL (2007-2009)**
(MS Word, MS Excel, MS Office Publisher, MS Power Point, Tally)
- HIGHER SECONDARY (2005-2007)**
GHS Higher Secondary School Bangra Manjeshwar

TECHNICAL SKILLS

- Remittance Services
- Currency Exchange
- Card Management
- Cash Handling
- Financial Reporting
- Compliance & Risk Management
- POS & Banking Systems
- Western Union Transactions

SOFT SKILLS

- Customer Service
- Problem-Solving
- Communication
- Attention to Detail
- Time Management
- Teamwork

PERSONAL DETAILS

- Passport No : M6026190
- Visa Status : Resident Visa

PROFESSIONAL SUMMARY

A highly experienced professional with 14 years and 7 months in the exchange industry, specializing in WPS operations, payroll marketing, remittances, currency exchange, and multi-currency card management. Skilled in customer service, transaction processing, regulatory compliance, and resolving client inquiries efficiently. Committed to delivering high-quality financial services while optimizing operational efficiency and customer satisfaction. Seeking a role as a WPS Payroll Marketing Executive, Cashier, Counter Staff, or Customer Service Representative.

WORK EXPERIENCE

TELLER / WPS OFFICER (APR 2010 - DEC 2024) LARI EXCHANGE

Wages Protection System (WPS) & Card Management:

- Managed WPS operations, including issuance, renewal, and distribution of company cards.
- Handled multi-currency card requests, refills, refunds, and addressed customer complaints.

Remittance & Money Transfer Services:

- Facilitated inbound and outbound remittances, including international and telegraphic transfers.
- Assisted customers with Western Union, Instant Cash, and other remittance services.

Customer Service & Cash Handling:

- Provided foreign currency exchange services and performed cashier duties.
- Delivered high-quality customer service, addressing inquiries and complaints professionally.

Administration & Reporting:

- Handled customer inquiries via phone and email, ensuring timely responses and follow-ups.
- Processed payments, including credit card transactions and cheque clearances.

LANGUAGES

- Arabic
- Hindi
- Malayalam
- English
- Kannada
- Tamil

MOHAMMED AKBAR

Dear Hiring Manager,

I am excited to apply for an opportunity within your organization, bringing over 14 years of experience in the exchange and financial services industry. My expertise in Wages Protection System (WPS) operations, payroll marketing, remittances, foreign currency exchange, and multi-currency card management has equipped me with the skills to handle complex financial transactions while ensuring exceptional customer service.

Throughout my career, I have successfully streamlined operations, enhanced client satisfaction, and ensured compliance with financial regulations. My ability to efficiently manage transactions, resolve customer inquiries, and maintain accurate financial records has contributed to business growth and operational excellence. Additionally, my adaptability and problem-solving skills allow me to thrive in dynamic financial environments, ensuring smooth and efficient operations.

I am eager to bring my skills and experience to your team and contribute to its success. I would welcome the opportunity to discuss how my background aligns with your organization's needs. Thank you for your time and consideration.

Best regards,

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