



MOHAMMED AKBAR

CUSTOMER SERVICE
REPRESENTATIVE/WPS OFFICER/
TELLER

Visa: Resident Visa

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 AL AIN, UAE

About Me

A dedicated professional with expertise in Wages Protection Systems (WPS), remittance processing, and foreign currency exchange. Skilled in customer service, problem-solving, and handling administrative tasks. Known for strong communication, attention to detail, and a commitment to delivering efficient solutions and excellent service.

Skills

- Management Skills
- Communication
- Customer Service
- Problem-Solving
- Organization

Education

- ALPHA INSTITUTE OF MANAGEMENT 2011 - 2014
Bachelor of commerce - BCom
Accounting and Business/ Management
- DIPLOMA & COMPUTER IN ADDITIONAL 2007 - 2009
COURSES /SKILLS
MS Word Excel, Ms Office Publisher, Ms
Excel, Power Point, Tally, Knowledge
- PLUS TWO 2005 - 2007
G H S Higher Secondary School Bangra
Manjeshwar, Kerala State

Experience

- **Teller/WPS officer** 2010 - Present
Lari Exchange

Wages Protection System (WPS) & Card Management:

- Managed WPS operations, including the creation, renewal, and distribution of company cards.
- Handled multi-currency card requests, card refills, refunds, and addressed customer queries and complaints.
- Collected and processed daily card-related data, including complaints related to ATM cash capture.
- Ensured smooth functioning of card systems and resolved issues promptly.

Remittance & Money Transfer Services:

- Facilitated inward and outward remittances, including worldwide transfers and telegraphic transfers using various money products
- Provided support for Western Union, Instant Cash, and other remittance services.
- Promoted and marketed WPS services, handling customer inquiries and resolving issues effectively.

Customer Service & Cash Handling:

- Acted as a counter staff member, providing foreign currency exchange services (buying and selling) and cashier duties.
- Delivered excellent customer service, resolving complaints and ensuring customer satisfaction.
- Offered payment solutions and transfer details to customers, maintaining high standards of professionalism.
- Developed efficient processes to improve remittance services for both staff and customers.

Administration & Reporting:

- Responded to customer inquiries via phone and email, ensuring timely follow-ups.
- Processed various payments, including credit card and cheque transactions, and maintained accurate records.
- Prepared daily reports, maintained records, and handled clerical tasks as required.

 Reference available upon request