



MUBASHIR AHAMED K V

TELLER AND CUSTOMER SERVICE

ABOUT ME

Seeking a position requiring innovative and challenging employment that utilizes my professional knowledge and growth opportunity in Administration, Customer Service and responsible career opportunity to fully utilize my skills and abilities, while making a significant contribution to the success of the company.

WORK EXPERIENCE

2024 - present

TELLER AND CUSTOMER SERVICE

Al Fardan Exchange LLC, UAE

- Provide fast, excellent and error free services to customers in a professional manner, adhering to the SGOT Rule (Smile - Greet - Offer Thank).
- Collect all supporting documents for conducted transactions and arrange for filing according to the uniform filing system and AML policies of the company.
- Arrange the transfer of such documents to the warehouse.
- Resolve customer complaints independently whenever possible
- Read, understand, sign and follow all circulars from the Head Office or Admin Office.
- Adhere to office guidelines and maintain a neat and clean counter, drawers, tables and workplace.
- Attend all telephone calls and provide transfer rates or information as required by callers
- Identify and engage potential customers or business opportunities.
- Promote and cross sell of new products and service introduced by the company among customers.
- wps on boarding
- corporate on boarding
- branch managing

2022 - 2024

TELLER AND CUSTOMER SERVICE

Lulu International Exchange LLC, UAE

- Provide fast, excellent and error free services to customers in a professional manner, adhering to the SGOT Rule (Smile - Greet - Offer Thank).
- Collect all supporting documents for conducted transactions and arrange for filing according to the uniform filing system and AML policies of the company.
- Arrange the transfer of such documents to the warehouse.
- Resolve customer complaints independently whenever possible
- Read, understand, sign and follow all circulars from the Head Office or Admin Office.
- Adhere to office guidelines and maintain a neat and clean counter, drawers, tables and workplace.
- Attend all telephone calls and provide transfer rates or information as required by callers
- Identify and engage potential customers or business opportunities.
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PERSONAL SKILLS

COMMUNICATION,
TEAM BUILDING, LEADERSHIP

RELATIONSHIP MANAGEMENT,
STRONG ADMINISTRATIVE &
ORGANIZATION

EDUCATION & CERTIFICATES

MASTER OF BUSINESS ADMINISTRATION

Jaipur National University (2019 - 2021)

BACHELOR OF BUSINESS ADMINISTRATION

Jaipur National University (2016 - 2019)

HIGHER SECONDARY

Government Higher Secondary School Chelora,
Kannur (2012 - 2014)

E - Accountant Certificate of (merit) practical & Tally

ERP9, Peachtree, Quick Book, Advanced Excel,
Power Point

MS OFFICE

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Address Sharjah, UAE

Valid UAE driving licence

LANGUAGE

ENGLISH - MALAYALAM - FLUENT
HINDI - ARABIC - PROFICIENT