**MDAZHARUDDIN**

**+971 555893952**

**Dubai**

**RESULT-ORIENTED PROFESSIONAL**

**Azharuddinmd022@gmail.com**

**- Reconciliation Assistant**

**- Cashier**

**- Customer Service Management**

*Seeking career enriching assignments in the positions of* ***Customer Service& Cashier roles*** *to leverage enriched experience in establishing and implementing tools, enforcing methodologies while making a significant contribution to the success of the company.*



**OVERVIEW**

Energetic, a hardworking Reconciliation Assistant, cashier, commodity Dealer with experience of **6** **years** valued for fast, friendly service and accuracy in handling customer transactions. Address customers' needs while quickly moving them through the check-out process. Passionate about serving others and eager to take on new responsibilities and leadership roles. Capable of delivering holistic solutions to carve a niche in highly competitive solutions and offering leadership qualities with a promising approach to provide the best. Versatile, innovative, and responsible management professionals can see the "big picture" while staying on top of all the details. Proactive team player and an effective communicator with significant analytical, problem-solving, and interpersonal abilities and capability to grasp the knowledge quickly and easily

*Established credibility in creating win-win relationships with customers with proven capability in managing customer-centric operations while adhering to guidelines and ensuring customer satisfaction by achieving delivery and service quality norms.*

Capable of understanding customers' needs, advocating for the customer's interests, dealing with demanding customers, and delivering complex messages that address company needs for additional information or modified actions by the customer. Possesses the competence to complete the work assigned without compromising on quality under all circumstances using a combination of organizational and presentation skills.



**SIGNATURE SKILLS**

Customer Service Management ✠ Cash Register Transactions ✠ Cashier Audits and Reports ✠ Reconciliation ✠ Client Need Assessment ✠ Escalation Management ✠ Team Management ✠ Process Improvement✠ Customer Service Staff Activities ✠ Customer Retention & Satisfaction✠ Complaint Resolution ✠ POS System



**PROFESSIONAL EXPERIENCE**

**ACHIEVEMENTS**

**Jan 2023 – Till Now**

**Transguard Group as Reconciliation Assistant**

*Iam Working as a Reconciliation Assistant in ICCS Department at Transguard Group Llc*

**Key Deliverables:**

* Finding the difference between journal counter and Host counter, If any difference found the reason could be cheque Missing, cheque Excess, Jlc or Hlc to be Recorded in the Report.
* Entering Cheque Details in to the Excel Sheet, the details of the cheque as Drawer Account Number, cheque Number, Routing Number Drawee Account Number, Amount, Bank Name, cheque Date,and CDM machine Number.
* Preparing Abnormality Report, Summary Report, consolidated report, Monthly Report.
* Segregation of Cheques by separating Outward cheques, On Us cheques and Pdc cheques.
* Any Discrepancies in the cheque like Slb missing, UV ,Water Mark and Thermostat to be Recorded separately.
* Preparing Billing and cheques collection Report.

**Jan 2019 – Oct 2021**

**Almuzaini Exchange as Head Cashier**

*Initially, I worked as a cashier for 1 year, then after I was promoted as Head Cashier*

**Key Deliverables:**

* Devised and implemented a plan to ensure uninterrupted and smooth operations and attainment of objectives.
* Oversee and authorize customer returns, exchanges, check authorization, charge sends, and discretion discounts; ensure the completion of all POS transactions and the proper control of all cash and media at the POS registers according to Company policies and procedures.
* Precisely count and receive money from the customer LC /FC for the service rendered.
* Keep cash secure, and maintain a high level of safety and security.
* Safeguarded that vault is balanced and in order.
* Entrusted with the end of each shift counting all the cash Received from tellers and ensuring its matches the balance report generated by the system.
* Transfer money all over the world as per the requirement of the customer.
* Supported KYC for customers and ensured that all customers' information was fed accurately into the system.
* Supervised the activity of junior cashiers to ensure that they were working up to store expectations.
* Ensured that all register drawers were balanced at the end of a shift.
* Replaced register tape and replenished register cash supply as needed.
* Resolved customer issues and answered questions.
* Successfully bags purchases if needed and processes return transactions.Balancing cash drawer by counting cash at the beginning and end of the work shift.
* Provided pricing information by answering questions.
* Maintained checkout operations by following policies and procedures and reporting needed changes.
* Skillfully mapped customer requirements & ensured the rendering of solutions per specified guidelines.
* Played a stellar role in resolving process issues to encourage smoother procedures to make workflow more efficient and grow the overall business. Effectively involved in volunteering to help with special projects of varying complexity.

**May 2015 – Sep 2018**

**Running Own Western and Online Services**

*Western Union provides the ten-digit MTCN number to the sender, and he will give the same number to the receiver who comes to our office location and we log in to our given portal. We collect the identification proof document and enter the same details to receive the money form online. After verification online and confirmation, we provide money to the receiver*

**Key Deliverables:**

* Investigated customers' complaints & rectified the problems by coming up with recommendations for possible solutions. Upheld customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
* Accurately do currency exchange in Kuwait, Saudi Arabia, Dubai and many other countries
* Dexterously take the currency of other countries and provide Indian currency to our customers and vice versa.
* Successfully transferring of amount from one bank to another as per customer requirement
* Involved in online applications for jobs and other purposes and doing online recharges for mobile and dth customers
* Provided school projects to the students.
* Authorized and oversaw the processing of pre-requisition orders within set standards.
* Provided customer support services and assisted in resolving client complaints or problems.

**Oct 2010 – Aug 2013**

**Indian Infoline Ltd as Relationship Manager Advisory Commodity Dealer**

**Key Deliverables:**

* Maintained a deep knowledge of company products and services.
* Execute customer Trades such as gold and silver using Odin trading software
* Manage and Monitor customer orders
* Reconcile trades at end of dealing shift
* Reconcile orders with customers on weekly basis
* Review customer margins before executing Transactions
* Record and maintain market closing prices
* Proved customers’ accounts on a real-time basis and intimated debit and credit amounts available in customers’ accounts.
* Patterned and verified for completeness application received, supporting documents attached, and login of new customer accounts.
* Proposed the customers based on information provided by the head office.
* Placing orders on behalf of customers for buying and selling commodities
* Actively making debit and credit through NEFT and RTGS on the customer's requirement.
* Built and maintained strong relationships with prospective and existing clients.
* Identified clients' needs and requirements and proposed suitable solutions.
* Provided clients with comprehensive product/service consultations and guided their decision-making process
* Adhering to company policies and Regulatory guidelines.



**EDUCATION & CREDENTIALS**

* MBA(Finance) from Hyderabad presidency PG centre, Hyderabad.
* B.com (comp) from SSR degree college in Nizamabad.
* Intermediate from GOVT junior college in Nizamabad.
* S.S.C from KAKATIYA high school in Nizamabad.

***IT Skills:*** Well-versed with Microsoft Word, Excel, Tally 9, Focus and Peach Tree



**ADDITIONAL INFORMATION**

**DOB:** 19th Sep 1987 | **Nationality**: Indian| **Marital Status:** Married **| Languages Known:** English**,** Telugu and Hindi | **Passport** **No**: T8764214 | **Passport** **Issue**: 6th Dec 2020 | **Passport** **Expiry**: 5th Dec 2030