



MUHAMED NIHAMATHULLAH

CUSTOMER SERVICE EMIRATES NBD

OBJECTIVE

To succeed in an environment of growth and excellence with an opportunity to make a significant impact on the market, utilizing out-of-the-box creative marketing concepts and challenging work I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

SKILLS

- Superior interpersonal & presentation skills.
- Highly motivated and capable of working effectively in a large team.
- Ability to work under pressure and meet deadlines effectively.
- Team player
- Flexibility in multi-tasking
- Ability to build and maintain effective working relationship with clients.

CONTACT

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COURSES & CERTIFICATES

- EMIRATES NBD ANTI-MONEY LAUNDERING (AML) UAE
- Fraud Awareness 2.0
- Group Compliance - Sanctions Policy Awareness
- Safety at Work
- Emirates NBD - HR Code of Conduct
- HR Fin Policy Guidelines Awareness
- Information Security Awareness Challenge
- Moneywise - Module One
- Social Media Awareness at Work
- AML - General Awareness
- Foreign Account Tax
- Compliance Act (FATCA) Awareness Building
- Emirates NBD - ABC Policy Awareness

EMPLOYMENT HISTORY

Emirates NBD 2005 - Present

Customer Care Center / Processing Team

- Providing quality responses to customer contacts in person, telephone & email.
- Suggesting solutions to customers in a positive manner.
- Handle customers' complaints and find suitable solutions and follow up with designated departments.
- Processing high volume of transactions accurately within stipulated service Standards and targets.
- Opening / closing a brokerage account for client's (individual, Corporate) and ensure all required documents are available.
- Assisting clients in issuing investor number in ADX and DFM market.
- Processing clients requests for changing any details.
- Transferring securities between CDS and broker.
- Processing customer orders to registering in online trading.
- Adding POA to the brokerage accounts.
- Performs any other similar or related duties as & when assigned by the Management.

Central Travels 2004 - 2005

Customer Service

Trainings Attended

- CAP (Certified Associated Program)
- Improve Your Skills "How to Win and Keep Customers" English for Banking.
- Customer Service Skills
- Stress management
- Communication skills
- Effective Telephone Communication

SCHOOL BACKGROUND

Jamal Mohamed University

Bachelor Degree in Computer Science - January 1996

Institute of Computer & Engineering Technology

Diploma- Refrigerator and Air Conditioner

LANGUAGES

English - Hindi - Malayalam - Tamil

DRIVING LICENCE

UAE Motor Cycle - Since 2004

UAE- Light Vehicle License - Since 2006