

SHAMIM MOIDUTTY,

Post Box No: 325

Abu Dhabi, U.A.E.

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PERSONAL SUMMARY

A competent, capable and highly successful candidate with an extensive customer service, cash handling, management and compliance experience. Having a strong and updated market awareness to drive the business profitable. Having a strong knowledge of Compliance Risk Management and Financial Services rules and regulations.

I am seeking a position where I can utilize my customer service, compliance and cash handling, managerial experience and be challenged to push myself further.

CAREER HISTORY

HEAD TELLER

Emirates Islamic, Abu Dhabi, U A E

From *January 2016 to July 2020*

Responsibilities:

- Supervise a team of tellers to ensure that all transactions originating from them are valid, accurate and within approval limits and any excess or shortage of cash are explained and reported appropriately.
- Ensure that service is delivered as per standards in order to meet customer expectations.
- Implement compliance and control procedures in order to ensure that all transactions are processed as per procedural requirements
- Address and resolve day-to-day, transaction-related problems in order to achieve timely and satisfactory solutions.
- Act as a custodian of cash and security items so as to safeguard against misuse or possible losses.
- Ensure that periodic reports and reconciliations are completed in a timely and accurate manner to safeguard against possible frauds or losses.

FCY CASHIER and UNIT COMPLIANCE OFFICER

Al Ansari Exchange LLC, Abu Dhabi, U A E

From *December 2013 to December 2015*

Responsibilities:

- ⤴ Buying and selling of foreign currencies from walk in customers on a regular basis and from other Exchange Houses or Financial Institutions whenever the situation demands.
- ⤴ Forecast daily currency requirements; offload excess currency position to Head office/ Other Exchange Houses booking maximum profit avoiding unnecessary fund blockage.
- ⤴ Monitor rate on the website or available online tool and forecast currency rate to avoid possible losses and ensure maximum profit.
- ⤴ Respect AML rules, policy and procedures of the company whenever applicable.
- ⤴ Attend telephone calls and give currency rate/information as required by the customers.
- ⤴ Identify and seize potential customers or business.
- ⤴ Provide adequate and necessary information whenever required to Head office, Administration office or various departments of the company.
- ⤴ Ensure that all staff members remain vigilant of any unusual/potentially suspicious transactions.
- ⤴ Ensure that all the employees are taking necessary documents and declarations for the completion of the transactions.
- ⤴ Arranging the necessary conditions for the record keeping and the transferring of the documents.

COUNTER STAFF

Noonoo Exchange Company, Manama, Bahrain

From *April 2012 to August 2013*

Responsibilities:

- ⤴ Providing fast, excellent and error free remittance services to customers in a very professional way.
- ⤴ Handling cash and balancing the cash account based on the number of transactions made.
- ⤴ Providing a professional and excellent level of customer service
- ⤴ Collecting all supporting documents for the transactions conducted and keeping them in a files and arrange them for the transferring of the documents.
- ⤴ Forward technical support requisitions to Admin office.
- ⤴ Attending telephone calls and give currency rate/information as required by the callers.

CASHIER

Muthoot Fincorp, Kerala, India

From *May 2010 to March 2012*

Responsibilities:

- ⤴ Greet customers in a professional way.
- ⤴ Answer customers' questions and provide information on procedures or policies.
- ⤴ Issue receipts, refunds and credits to the customer and Sort, count and wrap currencies and coins.
- ⤴ Calculate total payments received during a time period, and reconcile this with the cash.

PERSONAL DETAILS

Date of Birth : 23-01-1990 Sex : Male
Nationality : Indian Marital Status : Married
Passport No. : S4671386 **UAE Driving License No** : 2198472
Languages Known : English, Arabic, Hindi, and Malayalam

EDUCATIONAL QUALIFICATION

- **M.B.A** in Marketing - Dr. C. V. Raman University, Bilaspur
- **B.Sc. Electronics** - A.C.K.H.M.I.C.A. College, Thozhiyoor, Kerala
- **Higher Secondary** - Govt. Model Boys Higher Secondary School, Kunnamkulam.
- **S.S.L.C.** - R.E.H.S. School, Thozhiyoor, Kerala

DECLARATION

I do hereby declare that all the above mentioned information are true to the best of my knowledge and belief.

SHAMIM MOIDUTTY.