

***Rashid P Moidu***

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## RESUME

**Objective:**

Work in an environment that challenges me to continue learning, at the same time to be able to utilize my skills to achieve organization targets. To create a workspace that is continual growth with opportunities for advancement

**Experience****❖ Operation Processor (2019 – 2021)**

Cheque Processing Operations - Abu Dhabi Islamic Bank  
Abu Dhabi – UAE

- Handling queries and follow up with various corporate customers related to execution of salary and various fund transfer
- Handling Key responsibilities of Salary distribution to various banks using UAEFTS and Wages Protection system
- Utility Payment (Etisalat, Salik & Du) Making daily payments , Reconciliation and handling customer complaints
- Ensure compliance to ADIB policies, procedures, guidelines and standards
- Maintain proper and organized filing system of all department record
- Undertake any additional assignments / projects entrusted by the line management and complete them as per requirement
- Registering companies under the WPS system

**❖ Customer Service Clerk ( 2017 – 2019 )**

Community banking - Abu Dhabi Islamic Bank  
Abu Dhabi – UAE

- Provides information to customers by verifying understanding of request
- Handled back office functions & acted as Point of contact for Compliance, Operations
- Recommend changes that could provide a better experience to customers
- Records all customer requests and forward those requests to concerned departments
- Ensure compliance of company standards and procedures in providing customer services
- Maintain and manage customer accounts back office needs in an organized manner
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Assist operation team on daily basis in any given task

❖ Help Desk (2009-2017)  
Community Banking - Abu Dhabi Islamic Bank  
Abu Dhabi – UAE

- Forwards information by receiving and distributing communications; collecting and mailing correspondence; copying information
- Maintains supplies by checking stock to determine inventory levels; anticipating requirements; placing and expediting orders; verifying receipt; stocking items; delivering supplies to work stations
- Maintains equipment by completing preventive maintenance; troubleshooting failures; calling for repairs; monitoring equipment operation; monitoring and purchasing meter fund
- Serves customers by backing-up receptionist; answering questions; forwarding messages; confirming customer orders; keeping customers informed of order status
- Updates job knowledge by participating in educational opportunities

#### **Educational Qualifications**

- ❖ **Master of Business Administration ( MBA )**
- ❖ **Bachelor of Business Administrator ( BBA )**
- ❖ **Higher Secondary Examination ( HSE )**
- ❖ **Secondary School Leaving Certificate Examination ( SSLC )**

#### **Personal Qualities**

- ✓ Excellent communication and interpersonal skills
- ✓ Highly motivated and results oriented professional
- ✓ Excellent ability in analyzing and solving problems
- ✓ Ability to work under pressure and to meet deadlines
- ✓ Ability to work independently without supervision
- ✓ Accuracy and attention to details
- ✓ Forecast and Time Management
- ✓ Capable of working under pressure and meet required deadlines
- ✓ Adaptable in changing work procedures/environment
- ✓ Possess consultative approach to communications
- ✓ High degree of Confidence and maturity to handle matters with tact and discretion
- ✓ Good telephone etiquette along with excellent interpersonal and communication skill
- ✓ Ability to handle a variety of task simultaneously and often under pressure
- ✓ Self-reliant and highly motivated /confident
- ✓ Always willing to learn

## Capabilities

- ✓ Have good knowledge of keeping track of files and records
- ✓ Can arrange and manage functions and meetings
- ✓ Typing speed of 40 wpm. {Microsoft Typing Tutor}
- ✓ Can get along with age group
- ✓ Can cope with stressful situation

## Computer Qualifications

- 🖨 Operating Systems: MS Windows 98, Millennium, Server 2000-03, XP, Vista & Windows 7, 8 & 10
- 🖨 Office Automation: MS Word, MS Excel, MS Power point
- 🖨 General: Internet Applications

## Personal Details

Date of Birth	:	14-05-1987
Marital Status	:	Married
Nationality	:	Indian
Visa Status	:	Employment
Driving License	:	Holding a valid UAE Driving License

## Languages Known

English	:	Read, Write & Speaks
Arabic	:	Read & Write
Malayalam	:	Read, Write & Speaks

***I hereby certify to the best of my knowledge and belief that, the above written particulars are true and correct***

***Rashid P Moidu***

***(References & Reliable documents can be presented upon request)***