

# Mohammed Sameer Abdul Azeez



## PERSONAL SUMMARY

Maintain complete relationship record for assigned customer accounts to grow a client portfolio that focuses mainly on financial products like Foreign Exchange, Investment, Savings & Liabilities.

## CAREER HISTORY

**Mashreq Bank**  mashreq المشرق

### AREA OF EXPERTISE

- *Forex.*
- *Neo banking.*
- *Digital banking*
- *Internal controls.*
- *AML & Sanctions.*
- *KYC & Compliance.*
- *Business acquisition.*
- *Customer-focused Service.*
- *Retention & Risk management.*
- *Operations & Sales coordination.*

### Virtual Relationship Manager

**March 2019 to Present**

Engage with customers to solve any business or technical challenges that they face on timely manner to notify sales team for new sales and cross-selling opportunities.

#### Duties:

- Maintain and manage regular contact with customers to ensure Client Due Diligence along with Investment Profile is in progress and show any changes in background accordingly.
- Maintaining the existing client relationships to identify new business opportunities and working together with other departments in bank to provide excellent services.
- Ensures high levels of customer service orientation to meet benchmark of NPS for customer loyalty and satisfaction.
- Educated clients on available technological tools, enabling the development & implementation of solutions to achieve personal financial goals.

**Mashreq Bank**  mashreq المشرق

### CAREER STATEMENT

*"I feel that my greatest strengths are firstly my ability to develop and maintain a close working relationship with my customers. This allows me to gain a in-depth understanding of their individual needs and requirements. Secondly my ability to be agile to changing market conditions and priorities. "*

### Digital & Neo Banking Relationship officer

**Jan 2018 to Feb 2019**

Ensured that digitalized strategies were implemented in services and products for digital banking.

#### Duties:

- Performed the required Compliance, KYC screenings for new and existing customers. Documenting the information obtained from client's as required by compliance procedures
- Coordinating with compliance team for e FRMU, E NAME ,AML& Sanction's checker referrals for on boarding and existing customers.
- Statistical surveys are done to ensure that customer's availing their various banking products and services on time with accurate information.
- Responsible for handling the complete process of Cheque clearing, Inward & Outward remittance relevant transactions digitally.

## KEY COMPETENCIES

- Time management.
- Strong communication skills.
- Experience in CRM systems.
- Experience in Ms office.

## Senior Personal Banking Advisor

Dec 2015 to Dec2017

Worked with personal and premium banking teams for multiple projects like KYC, internal controls, sales coordinator & operations.

### Duties:

- Ensure that evidence of each customers identity is collected in accordance with KYC due diligence for Personal banking & Business banking customer's.
- Responsible for detecting and eliminating fraud and ensuring compliance relevant regulations.
- Coordinating with sales team by managing schedules, filling important documents as per the SOP.
- Responsible for monitoring detecting and eliminating fraud & ensuring compliance with relevant regulations.

## Mashreq Bank



## LANGUAGES KNOWN

English, Hindi, Urdu,  
Malayalam, Tamil &  
Kannada

## Personal Banking Advisor

Nov 2014 to Dec2015

Advising customers on consumer banking services and handling complaints & inquiry's with regards to AML, Compliance & Sanctions.

### Duties:

- Responsible for detecting and eliminating AML transactions ensuring compliance relevant regulations been followed in this process.
- Pre qualifying and generating new leads on various banking products and assigning them to concern department..
- Responsible for customer life cycle management including activation, engagement and retention; & various other tactical campaigns
- Handling customers inquiries, complaints over the phone and by email.

## PERSONAL DETAILS

Mohammed Sameer A  
Flat # 202 Al  
Masoma-  
building Horlanz  
Deira Dubai

DOB: 05/08/1992  
Nationality: Indian

Mobile: 0502916230

Email:  
[sameermohammed130@gmail.com](mailto:sameermohammed130@gmail.com)

## CERTIFICATIONS

- Diploma in Computer Application.
- Data entry operator training from IICT.
- Marketing management training from MT Educare.

## ACADEMIC QUALIFICATION

- BBM from Mysore University 2014
- HSC from Farooqia Pre University Mysore 2010
- SSLC from Government of Karnataka 2008