





SHAMMAS ABDULLA

CUSTOMER SERVICE OFFICER

CONTACT DETAILS

 050 920 7330

 shammasevp@gmail.com

 Emirates Sky Travel Building, Al Jiwa St
Abu Dhabi - UAE

CORE SKILLS

- Risk Management
- Customer service
- Retail Sales
- Efficiency and Time Management
- Team Player
- Customer Relationship Management (CRM)
- Negotiation Skills
- Customer Acquisitions



EXPERIENCE SNAPSHOT

A dynamic customer care professional with more than 5 years of direct customer service exposure in UAE, with an exceptional track record as a Customer Sales & Service Officer .

Seeking a challenging and professionally rewarding position to contribute my accrued expertise towards the enhancement of the organization.



WORK HISTORY

Customer Sales & Service Officer

UAE Exchange | OCT 2015 - Present

Administrator

Iware Solutions | 2014 - 2015



PROFILE SUMMARY

Customer Sales & Service Officer

UAE Exchange Centre LLC| 2015 – Present
Muweilah | Sharjah

- ☐ Highly focused professional with an excellent customer service and cash management record. Adept at handling multiple customer requests and concerns with the utmost professionalism and courtesy. Able to work well independently with little to no supervision or in coordination with Managers.
- ☐ Started working at UAE Exchange Centre LLC from 10th October 2015 to present.
- ☐ Currently having 5 years of experience in customer service.
- ☐ Undergone training and certified in Risk Management and Information Security.

STRENGTHS

- Excellent inter-personal and communication skills.
- Creative problem solver according to the situations.
- Good personal integrity and possesses good organizational skills.
- Fluent in English, Malayalam and Hindi. Arabic (Read & Write)
- Stress tolerance and patience.
- Ability to maintain work schedules and uphold work standards.
- Delivering excellence in customer service.

TRAINING & CERTIFICATIONS

Thomson Reuters

Risk Management /Information Security

PASSPORT & VISA DETAILS

- Passport No : T3981111
- Issue Date : 16/09/2019
- Expiry Date : 15/09/2029
- Visa Status : Residential Visa

PERSONAL DETAILS

- Nationality : Indian
- Marital Status : Single
- Date Of Birth : 09/07/1991



EXPERIENCE HIGHLIGHTS

HIGHLIGHTS WITH UAE EXCHANGE CENTRE LLC, UAE AS A CUSTOMER SERVICE OFFICER FROM OCT 2015 TILL PRESENT

- Attending customers for making Remittance (Corporate/Individual), Foreign Currency Exchange, Demand Drafts, Telex transfer, Electronic Transfer, Payment services .etc.
- Complaints & Enquiries - Answer customer complaints, branch detail enquiries, transaction enquiries, rate enquiries.
- Handling high volume of cash, cheques, and Travelers cheques.
- Give information on local promotions & activities and other info that provides valuable service to our customers.
- Giving suggestions and good rates to walk-in customers and corporate customers for the remittance as per their requirements.
- Execute all utility services provided by the company on behalf of the customers (bill payments, cash advances against credit cards, accept national bond applications etc.).
- Assist supervisors during the day end activity of the branch.
- Assist Branch Compliance Officer in his day end activities.
- Assisting in organizing promotional events.
- Follow up the targets & achievements.
- Prepare end of day report and cash reconciliation.



ACADEMIC HISTORY

MANGALORE UNIVERSITY

BCA – Bachelor in Computer Applications
Karnataka India | 2010 - 2013
Srinivas Institute of Management Studies (SIMS)