

Mohammed

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*OBJECTIVE*

* An opportunity to work in a challenging position in the areas of a progressive organization where I could fully utilize my past experience, look for continued growth prospects and achieve the greatest of job satisfaction

**Details of Professional History**

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**Present Company**

**QATAR AIRWAYS­ -QATAR**

**Current Position: CUSTOMER SERVICE AGENT HUB OPERATION CO ORDINATOR**

**May 2015 - Present**

**RESPONSIBILITIES**

* Delivering the highest level of Customer Service at all customer touch points
* Constant liaison with Check-in, Boarding Gate, Ramp, Cargo, Lounge.
* Supervising service partners’ activities for the smooth acceptance of passengers.
* Directing Arriving/Departing passengers to respective areas such as Arrival Hall, Transfer Area, Departure Gate, Lounge, etc.
* Checking entry requirements (visas, residence permits) are met
* Coordinating with Cargo, Fuelling company, Baggage Make up Area, aircraft loading team, catering suppliers for a smooth turnaround
* Handling of company mail
* Performing pre- and post-flight administration duties
* Handling baggage claims
* Ensuring compliance with QR Safety and Security requirements.
* On Time Performance

**Previous Company**

**AL ANSARI EXCHANGE–UAE**

**Designation: CUSTOMER SERVICE AND SENIOR FOREIGN CURRENCY CASHIER**

**February 2013 till March 2015**

**RESPONSIBILITIES**

* Forecast daily currency requirements; offload excess currency position to Head office/other branches/other Exchange Houses booking maximum profit avoiding unnecessary fund blockage
* Monitor daily on going market currency rate and decide the buying & selling rate for each currency to attract new customers/retain existing customers ensuring maximum profitability for the company safeguarding customer service intact.
* In charge and manage all cash, Dirhams and Foreign currencies in the branch
* Expert in identifying counterfeit bank notes especially AED, US dollars, Euros, British Pounds, and GCC currencies.
* Buying and selling foreign currencies from walk in customers on a regular basis and from other Exchange House or Financial Institutions whenever the situation demands
* Processing of incoming/outgoing international and domestic remittance, such as Telegraphic Transfer, Local Bank Transfer, Western Union, Cash Express and Instant Transfer credit card payment, Utility Payment, Wage Payment System Cash Collection and Disbursal, Mobile Recharge, Payment and Issuance of Air ticket for tie-up Airline Companies and National Bonds.
* Collect all supporting documents for the transactions conducted
* Arrange transaction receipts as per the uniform filing system of the company.
* Deal with all customer complaints and find suitable solutions .
* Processed transactions accurately and efficiently in accordance with established policies.
* Attend all telephone calls for customer’s enquiries
* Respect AML rules, policy and procedures of the company wherever applicable

*SCHOLASTICS*

* Completed **MBA in Finance** from **Visveswaraya University,** Belgaum - India with a CGPA of 6.58 in 2012.
* **Bachelor of Science in Mathematics** from Calicut University, Kerala - India with a aggregate of**68%** in 2008.

*TECHNICAL KNOWHOW*

**Technologies:**

*Programming Languages*: Basics of C

*MS Office*: Word,PowerPoint,Excel

*KEY SKILLS AND TRAINING*

Aviation

* Trained with **ALTEA CUSTOMER MANAGEMENT**-Check In Course Maintaining confidentiality when handling customer requests and transactions
* Trained with **AVIATION SECURITY AWARENESS RELEASE COURSE**
* Trained with **DANGEROUS GOODS CATEGORY** 9 Course
* Trained with **DOCUMENT AND VISA CHECK** Course
* Trained with **HUB CUSTOMER HANDLING** Course
* Trained with **SAFETY MANAGEMENT SYSTEM** Course
* Trained with **ONEWORLD STAFF TRAVEL PROCEDURE** Course

Banking

* Familiar with all bank products and services
* Maintaining confidentiality when handling customer requests and transactions
* Cash management and Numerical skills
* Excellent comprehension of balancing currency, cash and cheque
* Hands on experience in providing exceptional customer service and resolving client’s issues
* Advance Customer Service
* Anti-Money Laundering & Advance Anti Money Laundering
* Telephone etiquette and National Bonds Savings
* Preventing Counterfeit and Fraud Money training course 1 and PCFM 2
* Leadership training

*STRENGTHS*

* Quick learner and hard worker.
* Logical and Analytical skills.
* Strong planning, organizational and team leadership.
* Self-motivating and a good helper.
* Confident and poised in interactions with individuals of all levels.
* Proven ability to gather, collate and use data effectively.

*EXTRA CURRICULAR ACTIVITIES*

* Presented my school in cricket at university level.
* Helped in managing college festival during MBA program.
* Active participation in event management.

*LANGUAGES KNOWN*

* English, Hindi, Malayalam, Kannada, Arabic (Read).

**Declaration**

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.