

MUZAMMIL K

Customer Service & Administration Professional



+971 522773554

muzammilmuzuk@gmail.com

Dubai, UAE | Visa Status: Visit Visa

SUMMARY

Customer Service, Administration, and Operations Support professional with 6+ years of UAE experience supporting daily operations, front-desk services, documentation, record management, and internal coordination. Experienced in handling high-volume customer interactions, preparing and maintaining accurate documents, supporting compliance and reporting requirements, and assisting operational teams in fast-paced environments. Adaptable to office-based, logistics, warehouse, shipping, and site-support roles, with a strong focus on accuracy, confidentiality, and service quality.

CORE SKILLS

- Customer Service & Client Relationship Management
- Office Administration & SOP Compliance
- Complaint Resolution & Customer Support
- Documentation Control, Data Entry & Record Management
- Cash Handling & Multi-Currency Transactions
- Daily Operations Preparation & Reporting
- Foreign Exchange & Remittance Operations
- Operations Support & Cross-Department Coordination
- AML / KYC Compliance & Transaction Monitoring
- Scheduling, Task Coordination & Time Management
- Fraud Prevention & Risk Assessment
- PRO & Government Liaison (MOHRE, Immigration)
- WPS Payroll Processing & Salary Uploads

WORK EXPERIENCE

Customer Service Officer | Index Exchange, Sharjah, UAE

2023 - 2025

- Delivered high-quality customer service across cash handling, FX transactions, and remittance services.
- Managed high-volume, multi-currency cash transactions in full compliance with AML/KYC regulations.
- Processed international money transfers via telex, bank transfers, and Speed Cash with zero-error tolerance.
- Coordinated with branch teams, marketing, and Head Office to ensure smooth daily operations.
- Supported SOP development and process improvements to enhance service quality.
- Managed WPS payroll processing, ERP updates, C3 card processing, and exception handling.
- Acted as branch-in-charge during manager absence, overseeing staff, reconciliations, and cash verification.
- Provided administrative and PRO support, including reporting and government liaison assistance

Customer Service & Front Office Executive | Al Ahalia Money Exchange Bureau, Dubai, UAE

2018 - 2022

- Assisted customers with cash transactions, remittances, and foreign currency exchange services.
- Ensured strict adherence to AML/KYC compliance and monitored transactions for suspicious activities.
- Processed global remittances through multiple financial channels with high accuracy.
- Handled customer complaints and escalated complex cases as required.
- Supported corporate clients with payroll processing, remittance solutions, and account services.
- Managed front-office operations, documentation control, service desk coordination, and daily balancing.
- Updated exchange rates, promoted financial products, and supported sales and marketing initiatives.

OFFICE ADMINISTRATION DUTIES AND RESPONSIBILITIES

- Manage day-to-day office operation , including scheduling , correspondence and documentation
- Maintain and organize company record file ,and database for easy access and compliance
- Support hr activities such as onboarding ,attendance tracking , and employee communication
- Preparing reports , presentation ,internal communication for management
- Coordinate office supplies , vendor management and administrative budgets efficiently
- Assist with government related procedure such as a trade license renewal and ministry of labour submission
- Provide support to the pro in handling labour related matters and general company administrative tasks and branch renewal , inspection TL renewal

EDUCATION

Bachelor of Commerce (B.Com)

University of Calicut, Kerala, India – *Graduated April 2013*

Higher Secondary Education

Government of Kerala Board – *March 2009*

CERTIFICATIONS & TRAINING

- Fire & Safety Awareness Training (CIAL)
- Dangerous Goods Regulations CAT-9
- Sabre Reservation System Training
- Customer service
- Compliance
- Risk and fraud
- Cash handling

TOOLS & SOFTWARE

- Tally, Peachtree, QuickBooks, MYOB
- MS Office (Word, Excel, PowerPoint)
- ERP & Symex Systems
- Sabre Airline Reservation System

LANGUAGES

English: Fluent

Malayalam: Native

Hindi: Fluent

Arabic: Conversational

PERSONAL DETAILS

Nationality : Indian

Driving License : Valid UAE License