



MOHAMED FAZIL

SENIOR OFFICER – FINANCIAL SERVICES & OPERATIONS

CONTACT

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KEY SKILLS

Core Skills:

- Customer Relationship Management, Banking & Financial Transactions, Forex Trading, AML Compliance, Transaction Processing, Business Development

Technical Skills:

- Microsoft Office (Word, Excel, PowerPoint), Salesforce, Zoho CRM, MetaTrader 4/5

Soft Skills:

- Team Leadership, Conflict Resolution, Communication, Strategic Planning

CERTIFICATIONS

- Foundation in AML and KYC – Certificate of Completion
- Customer Service and Phone Etiquette
- Retail Selling Skills and Customer Service
- Excellent Performer – Mystery Shopping Audit

EDUCATION

- Bachelor of Commerce
- Professional Diploma in Graphic Design
- Higher Secondary School

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Arabic (Intermediate)
- Malayalam (Native)
- Tamil (Intermediate)



PROFESSIONAL SUMMARY

Senior Officer with 9+ years of experience in financial services, branch operations, AML compliance, forex trading, and customer relationship management across top exchange houses and retail sectors. Proven ability to lead teams, manage branch activities, handle transactions accurately, and drive business growth through regulatory adherence and exceptional customer service.



WORK EXPERIENCE

Senior Officer (Branch) 2025 - PRESENT

Al Razouki Exchange

- Responsible for all duties of the manager in their absence.
- Open and close the branch as required.
- Promote products and services of the Exchange House.
- Ensure branch compliance with policies and procedures set by Head Office.
- Monitor time and staff management.
- Ensure excess cash is sent to the bank when over the required limit.
- Supervise ledger entries, payments, and remittances to ensure teller efficiency.
- Identify and contact potential customers to expand customer base.
- Assist customers with various financial transactions, ensuring satisfaction.
- Handle customer complaints and grievances professionally.
- Make accurate transactional entries in ledgers and journals.
- Implement Anti-Money Laundering (AML) policies and monitor/report suspicious activities.
- Report suspicious transactions to the Compliance Department.
- Motivate staff to improve performance.
- Tally and deposit physical cash securely.
- Perform additional administrative duties as assigned.

Branch Service Officer / Teller 02/2022 - 06/2023

Al Fardan Exchange LLC

- Resolved customer inquiries and complaints.
- Processed deposits, withdrawals, remittances, wire transfers, and currency exchanges.
- Maintained accurate transaction records and prepared daily reports.
- Adhered to AML guidelines and security procedures.
- Conducted cold calls to generate leads and convert them into HNIs and WPS customers.
- Cross-sold services to increase revenue.

Client Relationship Manager 09/2020 - 09/2021

La Indiano Motors

- Built relationships with key clients and managed customer base.
- Resolved consumer issues promptly.
- Prepared dealer performance reports and case histories.
- Generated leads via social media.
- Coordinated sales strategies and tracked competitor activities.

Showroom Supervisor 07/2014 - 09/2019

Granstores LLC

- Supervised staff and ensured standard operating procedures.
- Maintained inventory and customer rapport.
- Trained staff on product features and promotions.

Forex Trader (Self-Employed) 09/2023 - 11/2024

Freelance

- Analyzed markets for trading opportunities.
- Managed accounts and executed trades.
- Monitored financial trends and developed trading strategies.
- Minimized losses with effective risk management.