



MOHAMED ARSHAD CHUNCHIE

Senior Executive

PROFILE

Highly motivated, result oriented and dynamic professional with over 11 years of experience in customer service and foreign exchange sales for various clients, highly proficient in Relationship Management and key deliverable relating to Anti-Money laundering and Compliance. Proven track record in managing foreign exchange operations both in the domestic and foreign currencies.

Strong ability to work with a team ensuring cohesiveness, integrity and fostering a balanced sales- service-compliance culture, through sharing knowledge & learning experience, with the underlying motive towards sustainability and longevity of the business and its stakeholders.

DATE OF BIRTH

25th Of August 1994

CONTACT

PHONE:

+974 74 484 561

EMAIL:

arshadchunchie94@gmail.com

ADDRESS

Al Gharrafah, Ar-Rayyan, Qatar

WORK EXPERIENCE

Royal Greens Golf & Country Club – King Abdullah Economic city, Jeddah –KSA

Housing and Transportation

2022 November – 2024 November

- Ensuring that drivers are following company policies and procedures, including safety measures and disciplinary actions if necessary.
- Maintaining records of mileage, fuel costs, accident reports, and other relevant information regarding a transportation business operations.
- Establishing routes and schedules for drivers to follow
- Coordinating with other departments within an organization, such as human resources or human resources, to ensure that policies are followed.

WNS Global Services Private Limited – Sri Lanka

Senior Associate-Operations

2020 October – 2021 November

- Understands to the minutest detail expectations from own role to ensure delivery on client expectations and delivers accordingly.
- Responds to any changes, alterations, customer requests with speed and accuracy and escalates as required.
- Send the In progress report to team members weekly to do their follow-ups.
- Following up on own tasks and following up cases on behalf of absent members of the team.

Index Exchange LLC - UAE

Cash Officer

2018 November to 2020 March

- Exclusively provide the assistance to the ruling family of Abu Dhabi to fulfill the foreign currency requirements.
- Provide high standard of end to end customer service by understanding the customer requirement adhering to company values, policies and central bank UAE rules and regulations.

- Cross sell products/services to customers and provide prompt service to the customers.
- Handle customer escalation and resolving customer issues keeping interest of the organization and customer.

Joy Alukkas Exchange – Dubai, UAE

Cash Officer

2013 November to 2018 October

- Foreign exchange operations both in Domestic and foreign currencies.
- Handling cash in the exchange office.
- Recording all foreign exchange transactions and comparing records with the actual state of cash keeping prescribed records about the operations carried out, making deposits of money and documents entrusted.
- Complete customer dealing by preparing EFT, DD, ER, Buying and selling of currencies, salary disbursement via Wage Protecting System (WPS), Utility Bills and other services as and when they are introduced.

CERTIFICATES

- Diploma in information Technology with E – commerce (DITEC) in 2011
- Successfully completed the introduction to foreign exchange course conducted by the foreign exchange and remittance group United Arab Emirates in 2014
- Successfully completed Business development Course in foreign exchange conducted by the foreign Exchange and remittance group United Arab emirates in 2015
- Successfully completed the sales excellence training course conducted by Detroit in 2015

EDUCATION

- Zahira College Colombo - General Certificate of education, Department of examination Sri Lanka – Advance Level 2013
- Zahira College Colombo - General Certificate of education, Department of examination Sri Lanka – Ordinary Level 2010

SKILLS

- Ability to Communicate in multiple Languages (English, Sinhalese, Tamil, Malay, Malayalam and Hindi)
- Customer Orientation
- Analytical thinking and decision making
- Business acumen
- High standards of stakeholder management

SYSTEM PROFICIENCY

- SYMEX, CASMEX, J SMART Remittance System
- Microsoft office Suite
- One Login Onfido Business Process System

LICENCES

- **KINGDOM OF SAUDI ARABIA DRIVING License**
Jeddah
License No – 2534409202
Issue Date – 26.12.2022
Expiry Date – 03.12.2024
 - **UNITED ARAB EMIRATES Driving License**
ABU DHABI
License No – 2253570
Issue Date – 30.09.2015
Expiry Date – 29.09.2025
 - **SRI LANKA Driving License**
License No – B3774189
Issue Date – 30.12.2020
Expiry Date – 17.12.2028
-

