



MUHAMMAD WIQAS

Shift-In charge

Contact Me

- +971-589294131
- muhammadwiqas@yahoo.com
- Ruwais Adnoc
Housing Society
Abu Dhabi, United
Arab Emirates

Other Info

Skills

Customer service
Branch operations
Managerial skills
Problems solving

Languages

English, Urdu, Hindi, Punjabi
,
Pushto, basic arabic

Interest



Profile Summary

A competent professional with nearly 6 years and 2 months of experience in Cashing, Marketing, Relationship and Administrative Management.

* Associated with AL ANSARI EXCHANGE LLC, Abu Dhabi as Shift-In Charge

* Proficient in leading dedicated teams for running successful business operations and experience of developing procedures & service standards for business excellence

* A keen planner, strategist & implementer with demonstrated abilities in devising marketing activities and accelerating the business growth. * Abilities in handling all service activities, analyzing market trends & establishing healthy & prolonged business relations with clients.

* Skilled in performing all banking operations effectively & efficiently, coordinating with various departments & managing a variety of branch banking operations.

* An effective communicator with excellent relationship building & interpersonal skills

BRANCH BANKING OPERATIONS

* Monitoring the overall branch operations

Music,
Travelling,swimming,
hicking,hunting

- ensuring maximized growth and profitability
- Ensuring organizational, statutory and AML policies and procedures are followed to attain satisfactory audit rating.
 - Overseeing profit center operations and accountable for increasing profitability and achieving business objectives within budgeted parameters Relationship Management
 - Attending to investors / clients concerns and undertaking steps for effectively resolving them
 - Monitoring clients' portfolio performance, conducting profitability analysis, rendering sustained advisory services for securing high ROI and increasing retention levels Team Management
 - Imparting continuous on job training to workforce for enhancing their productivity & operational efficiencies through knowledge enhancement / skill building
 - Recruiting & managing a team of associates and monitoring their performance to ensure efficiency in process operations & ensure meeting of individual / group targets



Experience

2021 -
Present

Al Ansari Exchange Llc | Shift-In Charge

Job Responsibilities

- Foreign exchange cashier Handling administrative accountant activities for branch manager responsible for staff attendant plan; have been able to work in international local money transfer system foreign currency exchange, cashier system teller, selling banks products customer services.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within

compliance

- Assisted clients with various questions and concerns related to their accounts and bank products.
- Conducted each client transaction efficiently, accurately, and effectively.
 - Maintained in-depth knowledge of bank products, services, and best practices.
- Provided customers with high level of service, privacy and confidentiality, and friendly, welcoming attitude.

2018 - 2021 **UAE Exchange Centre Llc | Branch Teller Operation**

Job Responsibilities

- Providing customers, a personalized, friendly and efficient cashiering service.
- Taking payments from customers via cash, cheques and credit cards.
- Entering purchases into a cash register then calculating the total purchase price.
- Responsible for the accurate and timely allocation of cash.
- In charge of daily cashbook management and also bank reconciliations.
- Banking a large volume of cheques and cash daily.
- Identifying potential sales leads and referring them to colleagues.
- Recording of monies received and paid out.
- Undertaking till balancing & administration activities in an efficient manner.
- Helping to resolve customer complaints.
- Assisting with shelf stacking, sticking prices on items etc.
- Training new cashiers.
- Sorting, counting, and wrapping currency and coins.
- Compiling and maintaining monetary and also non-monetary reports and records.
- Balancing cash in the till with receipts

2015 - 2018 **Nescafe Dolce Gusto Nestle | Sales Promoter Cum Cashier**

Assisting/dealing with customer's need ❖

Provide quality customer assistance ❖

Responsible for monitoring, auditing, requesting additional stock and everyday inventory

❖ Providing customers, a personalized, friendly and efficient cashiering service ❖

Taking payments from customers via cash, cheques and credit cards.

❖ Entering purchases into a cash register then calculating the total purchase price.

❖ Responsible for the accurate and timely allocation of cash.

❖ In charge of daily cashbook management and also bank reconciliations.

❖ Undertaking till balancing & administration activities in an efficient manner.



Education

2013 - 2015 **National University Of Modern Languages Islamabad | Master Of Commerce**

2010 - 2012 **University Of Peshawar | Bachelor Of Commerce**

2008 - 2010 **BTE Peshawar | Diploma In Commerce**

2006 - 2008 **BISE MARDAN | Matric**

