

# FARSANA JUNAID

Abu Dhabi-UAE

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## CAREER OBJECTIVE:

To obtain a position of responsibilities that utilizes my skills and experience and keen to work in an environment where I can enrich any knowledge.

## PROFESSIONAL PROFILE

- ❖ 3+years and ongoing of extensive experience in LULU INTERNATIONAL Exchange, Abu Dhabi
- ❖ 1 years of experience in LIC India office documentation.

## CAREER HISTORY:

**Company name** : LULU EXCHANGE  
**Period** : 2019 April -Present.  
**Designation** : Front Line Associate.

- .Customer Handling
- .Currency exchange, Bill payment, vat payments etc.
- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault.
- Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track bank information and generate reports.
- Following all bank financial and security regulations and procedures.

**Company name** : LIC INDIA  
**Period** : 2017 to 2019 (2 years).  
**Designation** : Document controller

- Controlling company and project documentation
- Following and improving document control procedures
- Ensuring all documentation meets formal requirements and required standards

- Sorting, storing and retrieving electronic and hard copy documents on behalf of clients and industry professionals
- Producing document progress reports for senior managers
- Conducting regular reviews and document audits
- Using computers to organize and distribute documents within a company
- Helping in the planning stages of a specific project
- Ensure documents are shared at key times to facilitate timely project completion
- Working in an office.

## Presentations and Participation

Participated and speech done in LULU conference hall in a topic of customer satisfaction.

## PERSONAL DETAILS

Name : Farsna Junaid  
 Date of Birth : 23<sup>rd</sup> May 1995.  
 Nationality : Indian  
 Marital Status : Married.  
 Languages : English, Hindi, Malayalam & Arabic  
 Present Address: : Abu Dhabi, UAE.  
 Passport No. : S5042994  
 Notice period : Can join immediately.

## ACADEMIC QUALIFICATION

- MBA Specialized in FM from Bharathiar University (2015-2017)
- BCA - Bharathiar University (2012-2015)
- Higher secondary –Commerce -2010-2012 Batch from Kerala State Board.
- SSLC -2010 Batch –Kerala state Board.

**Declaration:** I, hereby declare that the information given above is true to the best of my Knowledge.

Place: Abu Dhabi

Farsana Junaid

**References: Available on request.**