

KM WASIM AKRAM

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Career Objective: To pursue a challenging career in an organization providing healthy work environment and opportunities for performance-oriented growth.

WORK EXPERIENCE:

Lead Associate

November 2020 till Present



Process: **FIRST ABU DHABI BANK**

FAB, the UAE's largest bank and one of the world's largest and safest institutions, offers an extensive range of tailor-made solutions, and products and services, to provide a customized experience.

Job Responsibilities:

- Working for First Abu Dhabi Bank (UAE) & handling their corporate clients transactions, Salaries and Abu Dhabi Exchange Market settlement account
- Managing Accounts Payable and Accounts Receivable functions for corporate clients of FAB.
- Reconciling cash and closing Bank reconciliation statements monthly.
- Recording month-end adjustment entries and other recurring and general journal entries.
- Preparing and reporting EOD reports in order to ensure all the client queries are answered and payments are made within cut off
- Handling expenses reimbursements and corporate credit card payments.
- Organized and maintained financial records, and periodic inspection of accounting books and practices.
- Performed analytical procedures and analysis to detect any unusual financial relationships
- Preparing accounts reports whenever required and making it available for the company on time
- Handling accounts for ADX (UAE Share Market) & their brokers, and ensuring the all Account are settled as per given instructions by them within timeline

Teller

SEPTEMBER 2014 to May 2017



Al Fardan Exchange is one of the oldest and most established names in the UAE remittance market, and an industry pioneer in the UAE.

Work Description:

Receive transaction instrument Collect cash against transaction Provide cash against transaction / vouchers
Collect cash against receipt vouchers complete on-account transactions vouchers Pay cash against
authorized cheques, credit cards

Job Responsibilities


- Dealing with foreign currencies and local currency
- Preparing and managing cash deposit through Trans guard Group

- Preparation and finalization of financial statements.
- Passing Journal entries and authorizing
- Checking cash receipts and cash payments.
- Managing cheque transfer and ensure the clearance.
- Managing of accounts payable, accounts receivable, and respective reconciliation.
- Verify reversals and cancellations.
- Checking KYC and Central Bank forms.
- Identify and resolve client concerns.
- Handles inward/outward remittances including Instant Transfer, Telex Transfer, and Demand Draft, Instant Cash, Transfast, Speed Remit Western Union and other Al Fardan products and services.
- Accepts various credit card payments and National Bonds Placement/Redemption.
- Manage with client calls and answers customer queries and complaint
- Day end report verification

Sr. Customer Care Officer

August'2012 – April' 2014



Process - 

American multinational mass media company and is the largest broadcasting and largest cable company in the world by revenue. Best on Internet, cable and phone service

Job Responsibilities:-

- Providing access to customers of their online account after call verification.
- Troubleshooting for the accounts and online log in accounts. On the chat as well as on the call.
- Processing payments for the accounts.
- Transferring email IDs and log in IDs from the previous accounts to current accounts of the customers.
- Generating usernames and password after account verification as per FCC guidelines.
- Enabling access to the online voice mails for the customers. Internet troubleshooting help
- Schedule technician visits.
- Creation of accounts for new customers

Process Associate

October 2010 – July 2012



Work Description:

Previously I worked for Loan Modification Department, wherein we provide different plans to those customers who are not able to repay the loan due to some financial challenges and for doing so we provide them various loan repay plans under MHA Scheme (Make Home Affordable).

Also worked for US regulations -X Legal vertical for real estate mortgage or Real Estate Settlement Procedural ACT (RESPA- Team) on behalf of Bank of America. In this we have to audit about refund of various charges at the time of loan processing.

Job responsibilities:

- Verification of Documents (Paystub, Bank Statement, Telephone Bill, Divorce Certificate, Medical certificate, Appointment letter, etc.).
- Issuing Modification Package
- Modifying the Loan.

Achievements:

- Silver Award within Six month for preparing Web page.
- Selected by my Assistance manager for Processing High Risk Loan.
- Awarded Start performer of the month 4 times

EDUCATIONAL

COURSES	INSTITUTE	YEARS
B.com Graduation	Burdwan University	2007 - 2010
Intermediate	W.B.S.E	2005 - 2007
High School	W.B.S.E	2005

Extra Qualification

- Swift smart course from NIIT (3 Months Duration)
- Career Edge course from NIIT (12 Months Duration)
- Hardware & Networking course from NIIT (18 Months Duration)

Training

- Importance of customer Services.
- Cross Selling Technique
- National Bonds
- Itisal Al Nazahah awareness Program
- Money Laundering, Anti-Corruption, Financial Crime and Fraud Prevention

Hobbies

- Web designing

PERSONAL DETAILS

UAE Driver Licence: Bike and Car.

Nationality : Indian
Date of Birth : August 27, 1988
Marital Status : Married
Languages : English, Hindi & Bengali

Abilities

- Good verbal & written communication skills
- Highly diligent and committed
- High on energy level all the time
- Very adaptable & optimistic
- Excellent integrity & loyalty