



SAQLAIN HAIDER

(6 years' experience in Banking & Exchange Companies)

Career Objectives

Results-oriented Cashier motivated to exceed expectations and deliver exceptional service to meet all customer needs. Resourceful professional with history of increasing business revenue and decreasing shrinkage while exceeding sales and productivity objectives.

CONTACT



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CORE QUALIFICATIONS

- Banking ethics
- 10-key data entry
- Night and safe deposit procedures
- International funds transfers
- Accounting systems and software
- Marketing
- Problem-solving
- Communication skills
- Customer assistance

EDUCATION

- Bachelor of Commerce (B.COM) Punjab University Lahore 2013
- Intermediate PRE ENGINEERING Federal Board Islamabad 2010
- Matriculation SCIENCE Rawalpindi Board 2008

CERTIFICATIONS

- UNICORE
- Peach tree
- Tally ERP
- Symbol
- QUICKBOOK

EXPERIENCE

Senior Cashier & Customer Service Executive

GCC EXCHANGE DUBAI DEC 2021-PRESENT - DUBAI , UAE

12/2021 - Current

CORE DUTIES & RESPONSIBILITIES

Service Delivery-

Process successful transactions for Money Exchange, Remittance, Western Union, Instant Cash, Instant Draft & Value-Added Products

Be fully conversant and identify customer needs and cross-sell against the various products

Ensure all duties are carried out in accordance with the stipulated business and Anti- Money Laundering policies and procedures

Treat customer information with appropriate levels of confidentiality

Financial-

Drive revenue through delivering service excellence, cross-selling, and identifying growth leads

Prepare cash bundles for deployment to Wholesale and other Stores via Trans guard, ensuring the cash held in-store is within the assigned limits

Prepare money transfer parcels ensuring proper contents are included and sums have been verified and reconciled before being dispatched

Undertake end of day processing, including the sorting of applications to enable the end of day reconciliation

Pass vouchers for inter counter transactions of Currency and Dirham movements

Maintain receipts for financial transactions including customer signatures, identifying and reporting any compliance breaches

Process and Operations-

Accept and physically keep a tally of cash amounts

Undertake KYC as detailed by the UAE Central Bank and Company Policy and Procedures

Prepare all types of remittance applications including WU, IC & Misc

Products

Raise STR reports for suspicious transactions, escalating to the Team Leader as soon as a concern has been identified

Proactive in identifying concerns in relation to risk, cost optimization to ensure the ultimate service delivery

Prepare end of day reports, ensuring currency reconcile against daily stock reports

Identify any discrepancies and report these using the appropriate

- WORD
- EXCEL

ADDITIONAL INFORMATION

- Dob 14-07-1991
 - Marital status single
 - Nationality pakistani
 - Visa Status Employment Visa
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LANGUAGES

- English
- Urdu
- Punjabi
- Hindi
- Arabic (Basic)

processes

- Customer Focus-
- Extend superior customer service by attending to customer queries, complaints, amendments, and cancellations as per procedures
- Develop and build good relationships with the customers
- Identify and report any suspicious customer activities to the relevant departments
- Compliance-
- Ensure all services provided by the function are compliant with the CBUAE and WSE policies & procedures
- Raise any concerns surrounding compliance and risk-related issues, either directly or through the whistleblowing procedure
- Be aware within the team and wider organization of the employee responsibility in working in a risk-free and compliant manner
- Attend risk and compliance awareness programs during employment whether it is as part of the on-boarding process or the annual refresher training.
- Identified and eliminated errors when balancing cash point transactions, teller cash dispensers and teller cash recyclers.
- Assisted auditors in identifying information necessary to complete audit activities.

Teller & Customer Service Executive

UNITED BANK LIMITED JAN 2016-NOV 2021 - JHELUM , PAKISTAN

- 01/2016 - 11/2021
- Balancing all money transactions and paperwork
 - Safeguarding the cash draw
 - Following bank procedures when performing transactions
 - Processing customer deposits, withdrawals, and payments
 - Opening new customer accounts
 - Prepare cashiers cheque, and personal money orders, issue travelers cheques exchange foreign currencies
 - Process foreign transactions and make payments (cash over counter (coc), cash express, western union, express money
 - Transferring cash from one bank account to another
 - Experience in handling a daily volume of over 200 transactions
 - Perform daily opening and closing procedures within the banking procedure
 - Process transactions throughout the day using remote capture
 - Maintained cash availability and accounting of Automated Teller Machine (ATM) daily.
 - Cashed customer cheques, including verifying identification and checking account balances in accordance with bank policy.
 - Assisted auditors in identifying information necessary to complete audit activities.
 - Entered transactions into computer and issued customer receipts.