

CURRICULUM VITAE

UMAIR TASSADAQ

CAREER OBJECTIVES:

Seeking a situation where I can utilize my academic achievements. To work and learn in a challenging and professional environment, leading toward personal growth and self-actualization.

ACADMIC QUALIFICATION:

Bachelor of Arts

University of the Punjab
2018

D.Com

PBTE Lahore
2015

Matriculation

Federal Board 2013

EXPERIENCE:

Cashier/Teller Cum Customer Services Representative (March 2021 to Till Date)

Al Rostamani International Exchange

- To provide best possible customer service, responding to all clients promptly and courteously and in a friendly manner.
- Doing sending and receiving transactions through Money Gram and RIA money transfer with proper KYC.
- Always check competitor's rates in the market and try to match the rate by getting special deals from dealing room and keep good margins.
- Handle all types of queries especially for Pakistan and try to resolve as soon as possible.
- Open WPS accounts to process and disburse the salaries of the clients through WPS system.
- Apply and Deliver Atm cards to WPS customers by using ZOHO application.
- Preparing whole day reports and insure proper EDD is done at branch level.
- Cross selling of Cash Passports, National bonds and insurance.
- Doing AirArabia, Fly Dubai, National bonds payments by using their systems.
- Reload Cash Passport (multi-currency master card) through cash passport portal.
- Achieved highest number of transactions during Money Genie promotion.
- Attend all types of trainings related to AML, CFE and Compliance.
- Use OMNI System (compliance & financial crime surveillance solution) to investigate high risk cases related to compliance.
- Doing all kind of transactions e.g Vat payments, credit card payment, Instant AED retail payments Corporate payments, Ding reload etc

Cashier And Branch Compliance officer:

Alrazouki International Exchange Co LLc (March 2020 to Feb 2021)

- Insure compliance of every transaction, arrangement of proper documentation of high value transactions.
- Insure proper EDD is done at branch level.

- Cross selling and up selling of products.
- Generating sif file of all WPS customers.
- Insuring that no customer is leaving the branch without doing transaction.
- Arranging competitive rates from tragedy to insure that customer is leaving the branch happily.
- Maintained friendly and professional customer interactions.
- Resolve customer complaints, guide them and provide relevant information.
- Doing remittances for all countries and also including credit card payments, Mobile top up and Vat payments.
- Collecting WPS salary processing charges.

Customer Services Representative :(Trade Department) MCB Bank Dubai (December 2018 to Till Date)

- Generating leads of corporate customers.
- Acquisition and retention of business
- Cross checking of UAE FTS (Inwards and outwards).
- Collect documents from customer and enters these documents into system using Microsoft excel.
- Worked as team member performing trade officer duties.
- Maintain the record of documents receiving from customer or through courier.
- Providing assistance to customers regarding their queries.

PERSONAL INFORMATION:

Father's Name: Tassadaq Hussain

Date of Birth: 10th November 1995

Nationality: Pakistani

Religion: Islam

Domicile: Jhelum (Punjab)

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Mob: +971 56 9291509

STRENGTH:

- Self-motivated, good time management skills.
- Effective communication and interpersonal skills.
- Ability to work independently on a variety of responsible clerical tasks
- Ability to work under pressure and meet deadlines\ Knowledge of check and remittance processing
- Analytical and decision making ability.

DIPLOMA/COURSE:

- Basic Computer Course.
- MS Office Management Course from F.F.T.C Jhelum.
- Microsoft Excel, Microsoft Word, Microsoft PowerPoint.
- UAE valid driving license

LANGUAGES:

- English
- Urdu
- Punjabi

REFERENCE:

Reference will be provided on demand.