

JAMILA SKAKRI



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Objective

Seeking a long-term career with an organization where I can contribute for the overall development of the organization and grow professionally as an individual.

Skills:

- Good knowledge in Remittance operation and foreign currencies dealings.
- Good knowledge in Aml and Compliance.
- Have excellent communication & interpersonal skills.
- Have excellent skills in handling Customer Grievances and reduce Escalations.
- Self-motivated, comfortable in taking initiative and working independently
 - Multi language Skill Including Arabic (Read, Write and Speak up to business level)

Professional Experiences

2003 to 2008 : UAE Exchange Centre LLC – UAE

Position : Customer service /Sales/cashier

Duties Involved As Customer Service Officer/Sales/Cashier:

- Receiving & processing all incoming payments; Wire transfers, cheques (including foreign currency), bank drafts and telegraphic transfer.
- Handling all Cashier related enquiries from clients either in person, by phone, email or written correspondence.
- Offering and delivering excellent customer service and product to the corporate, individual and HNI.
- Ensuring that the customer gets the best experience and assuring that customer returns to the branch to avail the services in future.
- Ensuring the security and correctness of cash held while complying with the policies and Procedures laid down by UAE Exchange for smooth cashiering.
- Daily cash and cheque handling including foreign payments. Ensuring that the tills balance up at the end of the day.
- Working effectively as part of a hardworking and customer driven team.
- Processing all incoming payments received by mail, fax and email.
- Handling all cashier related enquiries from customers. Process all inters company payments.

2008 to APR 2011: UAE Exchange Centre LLC – UAE

Position: Customer Service /Supervisor

Duties Involved As Customer Service Supervisor:

- Assist and advice customers to choose the product/service from the company. Meet the potential customers and introduce/update about companies product/services.
- *Administering Internal and external customers by monitoring the day today Branch Operation.*
- Deliver the highest levels of customer service in line with brand standards.
- Sell and demonstrate product by advising the customers queries and suggesting products to the customer, act on initiative to optimize sales to the customer.
- Handling all operational work e.g. Funding, Finalised the deal of Foreign Currencies and remittance with corporate and individual Customer by Quoting rate
- Ensuring that a customer's problem is brought to a satisfactory conclusion and reduce Escalations.
- Exercise visual control over the customers in the lobby by managing queues and guiding the Customers during rush hours in the branch.
- Involved in developing a customer service policy.
- Completing all administrative tasks and updating records.
- Training the staff about cash handling policy, procedure, security and safety
- Share the product knowledge with the customer and staff Member.
- Introduce all new products to customer and promote the same.
- Cross selling all revenue generating products at the counter.
- Being ethical by doing duties.

2011 to APR 2017: UAE Exchange Centre LLC – UAE

Position: Customer Service/Branch accountant.

Assigned Duties Involved: As a Branch Accountant:

- Maintaining basic accounts, book keeping.
- Review and processes of expense vouchers, invoices, and other fiscal documents for payment; reconciles various financial and other data concerning fiscal operations.
- Cross check the daily closing balances of CASH, Stock of FC and Stock of TC.
- XM, WU Other Allied Product– Reconciliation shall be done daily basis.
- Bank Reconciliation and release transaction when cheque amount is cleared.
- Compile and analyze financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions.
- Interact with internal and external auditors in completing audits.
- Ensure that proper remarks / narration are provided against each entry.
- Communicate with HO Finance & Accounts department through email and Phone.
- Perform other duties as assigned by the Branch Head.

2017 to APR 2021: UAE Exchange Centre LLC – UAE

Position: Branch Compliance Officer**Assigned Duties Involved: As a Branch Compliance Officer:**

- Execution and Implementation of Competent Regulatory Authority guidelines.
- Monitor the day to day transactions and collect all the relevant and supporting documents
Relating to the source of funds and the purpose of remittance and exchanging Foreign Currencies. Regularly update the staffs as well as the customers with all recent updates of Products, Services and all other relevant information.
- Responsibility of the employees for obtaining sufficient evidence of identity, information on purpose of transfer and source of fund, recognizing and reporting knowledge or suspicion of money laundering & terrorist financing, as required by local rules and regulations.
- Detecting and reporting suspicious transactions to the Country Compliance.
- Visit customer premises and conduct due diligence of high risk customer/product/country.
- Provide the sample data/transaction documents required by the AML – Compliance Department in connection with the External Audit.
- All records of the transactions needs to be stored for a minimum period of 10 years or as Required by the local regulatory authority whichever is higher.

Academic Qualifications

- **High School**
Ibn Rouchd high school-Rabat-Morocco

Technical Skills

- Good knowledge in MS Office and Excel
- Good in English typing
- Good in English speaking .writing

Basic Profiles

Date of Birth	:	27-04-1974
Gender	:	Female
Nationality	:	Morocco
Languages Known	:	English, Arabic, French
Visa Status	∴	Husband Visa
Driving Licence	:	Yes

REFERENCE

On Request