

CURRICULUM VITAE

QAISAR BASHIR ABBASI



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Professional Profile

- 12 years of Experience in Teller/Cashier/Customer Service.
- Well-versed in execution of all kinds of Banking Transactions.
- 3 years' experience in supervisory role.
- Accepting Critics, keep learning & Gaining knowledge from others experience.
- Strong background in financial data, business cycles, and accounting activities.

Areas of Expertise & Interest

- Customer Service
- Cash handling
- Banking
- AML Programme
- Vendors' Query Handling
- Teller

Course Attended

- ✓ AML Training Under FERG
- ✓ Customer service training

Educational Skills

- ✓ Bachelor of Commerce (B. com.) – 2010–Punjab University Lahore, Pakistan.
- ✓ Accounting TALLY 7.2
- ✓ Microsoft Office – Word, Excel, Outlook.

Professional Performance

Cashier cum Teller & Supervisor

April 2016– Present - REDHA AL-ANSARI EXCHANGE, DUBAI, UAE

Job Profile

- ✓ Handling all customers' transactions in an exchange house.

- ✓ Handling VAT related transactions.
- ✓ Checking the entire cashier's cash register at the end of the day.
- ✓ Managing Utility payments like Etisalat, Du, Fly Dubai etc.
- ✓ Preparing cash for bank deposit.
- ✓ Arrange the notes by denomination and sort by all currencies
- ✓ Promoting other services (national bond, Ezetop, Du payment, Etisalat, VAT)
- ✓ Handles marketing and cross selling of finance products.(Xpress product,WPS,TT)
- ✓ Verifies the accuracy of cash remittances at the end of the day.
- ✓ Monitoring any shortages or excess in cash by reconciling all transaction.
- ✓ Accept cash for remittances. (Xpress product and Bank product)

Supervisor Role

- ✓ Resolving any customer issues.
- ✓ Verification and checking all new customer profile.
- ✓ Motivation to the fellow staff to achieve target.
- ✓ Preparing daily sales report.
- ✓ Filling and checking all transactions day by day.
- ✓ Mailing all kinds of reports to Head office.
- ✓ Attending area wise meeting on monthly basis.
- ✓ Verifying high volume transactions.
- ✓ Managing new WPS account opening.

FLA /Customer service, Assistant Manager, Branch Manager

Dec 2010- Aug 2015 - RAVI EXCHANGE COMPANY Pvt. Rawalpindi, Pakistan

- ✓ Responsible for assisting the day-to-day operations of the branch and staff.
- ✓ Responsible for assisting in the development and assisting in ensuring staff achieve sales goals.
- ✓ Manage all branch sales and operations.
- ✓ Monitor branch service quality levels and coaches' staff to achieve appropriate levels.
- ✓ Assist in keeping branch is compliance with all bank policies and procedures.
- ✓ Participate in training and meeting on sales and operation issues with branch management and staff.
- ✓ Ensure compliance, audit and security procedures are adhered to at branch location.
- ✓ Perform management duties, exercising usual authority concerning staff, performance appraisals promotions.
- ✓ Provide leadership, coaching and mentoring to subordinate group.

Admin cum Cashier

June 2008 - August 2010 - CASH & CARRY, RAWALPINDI, PUNJAB, PAKISTAN.

- ✓ Maintenance of cash.
- ✓ Handle daily cash transaction.
- ✓ Record goods, inwards and outwards.
- ✓ Record stock register.
- ✓ Bank reconciliation statement.
- ✓ Prepare petty cash on a monthly basis.
- ✓ Maintain ledgers (General, Purchase and Sales)
- ✓ Maintain inventory.
- ✓ Entering new product details in the system.

Personnel Details

Date of Birth: April 05, 1983

Marital status: Married

Nationality: Pakistani

Languages known: English, Arabic, Hindi, Urdu, Pushto, Punjabi, Hindku.