



Md Anis Uddin

To leverage my 12 years of experience in the money exchange industry, along with my strong knowledge of financial transactions, compliance, and customer service, in a challenging role that allows me to contribute to the growth and success of an organization. I am seeking a position where I can utilize my skills and expertise as a Branch Manager or in a similar managerial capacity.

Contact

Phone

00974-55645130

Email

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Address

Shahaniya, Doha, Qatar

Education

2005

Bachelor in Computer Applications

Indira Gandhi National Open University
New Delhi, India

Skills

Problem Solving

Teamwork and collaboration

Professionalism and strong work ethic

Good Communication Skill

Work under pressure

Language

English

Bengali

Hindi

Personal Details

DOB: 16/01/1980

Nationality: Bangladesh

Experience

○ Apr,2019 - Present

Gulf Exchange Company. Shahaniya, Qatar

Branch Manager

- Directing all operational aspects, including compliance, customer service, human resources, administration, and sales, in alignment with Gulf Exchange's objectives and policies.
- Evaluating employee performance and providing feedback.
- Recognizing and encouraging employee achievements and excellence.
- Developing and implementing sales plans.
- Organizing marketing activities.
- Managing daily branch operations and maintaining branch vault cash and petty cash.
- Conducting business analysis, setting goals, and holding weekly progress meetings.
- Handling customer complaints, inquiries, and branch problem-solving to ensure quality service.
- Verifying vouchers, branch documents, cash, and currencies, ensuring compliance with AML and audit procedures.
- Fostering team spirit among staff and identifying sales strategies to improve branch revenue and profit.

○ May.2011-Mar,2019

Gulf Exchange Company. Doha, Qatar

Teller

- Provided fast, excellent, and error-free remittance services.
- Handled remittance and foreign currency transactions.
- Demonstrated excellent knowledge of various products such as Western Union, Cash Express, Prabhu Money, Ria Money, Shift, Transfast, Instant Cash, EZ Remit, and Dhahabshiil.
- Delivered exceptional customer service.
- Ensured compliance with AML (Anti-Money Laundering) rules and regulations.
- Collected and maintained all supporting documents for transactions.
- Resolved customer complaints and inquiries, both in-person and over the phone.
- Stayed updated with circulars and complied with company policies.
- Managed vouchers, and cash, and ensured their safekeeping in the vault.

Identified potential customers and business opportunities

Achievement

Employee of the Month - March 2018

Best Compliance Branch - 2018

Best Performing Branch - Quarter 1, 2019

Highest Single-Day Transaction Count - March 6, 2020

Certificate of Achievement for Performance in 2022