

## Ali Tahir

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Abu Dhabi United Arab Emirates <https://www.linkedin.com/in/ali-tahir-782b9260>



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### **Career Objective:**

To make positive contribution as part of your dynamic and well reputed organization in a position where my management, decision making, and communication skills will be appreciated and enhanced.

### **Professional Experience:**

#### **Branch Supervisor**

Sharaf Exchange LLC

**01Jan 2022- Present**

- Monitors foreign currency deals , remittances, swift transactions, branch operations and monitoring the achievements of targets.
- Carried out branch closing balancing procedures reporting discrepancies to management for swift resolution.
- Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures
- Ensuring the implementation of anti money laundering policies and procedures and reporting abnormalities to compliance.
- Monitored daily and weekly key performance indicators to maintain on track status.
- Solved customer issues and disputes through careful research and active communication and provide high level of customer service.
- Managed day to day operations, including supervision and assignment delegation and maintained full compliance with UAE Laws and regulations.
- On boarding of WPS customer as per Company requirements
- Perform administrative task such as filing, typing reports and maintaining mail.
- Guided and Train staff to achieve individual growth and sales production targets

#### **CSE (Customer Service Executive)**

Sharaf Exchange LLC

**Jan 2020- DEC 2021**

<https://www.sharafexchange.com/>

I worked in Sharaf Exchange as Customer Services Executive to provide day to day branch operational and sales support.

### **Responsibilities:**

- Master in cash dealing/ Teller activities and highly skilled in forex currency and remittance operations.

- Ensure high level customer services including the review of customer complaints to high level customer satisfaction.
- Ensure cash handling is done as per company policy and cash balance at branch and other valuables in branch are secured and managed as instructed by Management.
- Ensure that all company standards are followed in regard to paperwork, cash management and loss prevention.
- Maintained friendly and professional customer interactions.
- Market and publicize new and existing products and services introduced by the banks and money products.
- Cross sell products and services including new launches and explain to customer the product features, advantages and benefits .



### **CSO (Customer Service Officer)**

Bank Islami Pakistan Limited

<https://bankislami.com.pk/>

Mar 2017 – SEP 2019 Okara, Pakistan

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I worked in Bank Islami Okara branch as CSO (Customer Service Office) to provide day to day branch operational support.

### **Responsibilities:**

- Managing teller functions in the branch.
- Ensuring delivery of quality service to customer.
- Maintenance of operations controls and continuous improvement in operation efficiency.
- Ensuring proper check and control are in place to avoid any potential loss.
- Direct interaction with customers about various banking activities.
- Processing transactions including deposit, withdrawals, petty cash vouchers etc.
- Processing clearing, pay order, internal account transfer.
- Open and maintain customer accounts by recording account information.
- Weekly and Monthly Balancing of pay orders, CDR, Chequebooks, ATM.
- Locker Operations and Balancing.
- Handling day to day office tasks and documents Filing.

### **Academic Education:**

#### **Superior University Lahore, Punjab, Pakistan**

Bachelor's in Business Administrator (BBA), Major in Finance with CGPA 3.46 - 2011-2015

#### **District Public School & College, Okara, Punjab, Pakistan**

Intermediate (Pre-Engineering) - 2009- 2011

#### **District Public School & College, Okara, Punjab, Pakistan**

Matriculation (Science) - 2007-2009

### **Key Academic Projects:**

- Worked for community development project for “poor women” in the course of Leadership and Community development.
- Determined the loan sources of Pakistan and give the remedial measures to overcome external debt and the role of World Bank in the economic development of Pakistan in the course of International Finance.
- Identification of Risks in the Banking Sector. Pointing out the Loopholes and the best possible Remedial Measures to overcome them in the Course of Risk Management.

### **Skills & Abilities:**

- Good analytical skills and the ability to recognize areas of risk so that prompt and appropriate action may be taken.
- Ambitious, hardworking, energetic and well disciplined. • Excellent communication skills in English, Urdu
- Maintained a high level of client satisfaction.
- Positive thinking, self-motivated and flexible
- Capable of accepting and taking on challenges.
- Hardworking, self-motivated & result oriented.
- Cash Management, Team player, Problem Solving.

### **IT Skill set:**

- Microsoft Windows 7, 10
- Microsoft Office 2013, 2016 (Word, Excel and PowerPoint)
- IBM SPSS
- Oracle Flex cube
- Café Software

### **Area of Interests:**

Risk Management, Financial Planning, Commercial Banking, Research analysis, Investment Banking, Credit Analysis and Loans

### **Personal Details:**

Father's name:	Tahir Rashid
Year of birth:	1993
Languages	English, Urdu, Hindi
UAE Driving license	2709508

### **References:**

Reference available upon request