

# AJAY KANAUIYA

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## Objective:

Highly skilled and detail-oriented Remittance cashier with extensive experience in providing exceptional customer service and ensuring regulatory compliance. Adept at performing various banking transactions and possess comprehensive knowledge of Anti Money Laundering (AML) regulations. Seeking a challenging position as a Remittance Cashier to utilize my skills and contribute to the success of a reputable financial institution.

## Summary of Qualifications:

- Five years of experience as a Remittance Cashier in a fast-paced banking environment.
- Proficient in cash handling, customer service, and performing banking transactions with accuracy.
- In-depth knowledge of AML regulations, including Know Your Customer (KYC) guidelines and suspicious activity monitoring.
- Ability to maintain confidentiality and exercise sound judgment in handling sensitive information.
- Excellent communication skills, both verbal and written, with a strong ability to build rapport with customers and colleagues.
- Proven track record of meeting and exceeding sales targets through cross-selling and up-selling banking products.
- Provides fast and excellent customer service to the customers in a very professional way complying with SGOT Rule (Smile – Greet – Offer – Thank)

## Professional Experience:

Chief Teller/Branch Compliance Officer | Al Fardan Exchange LLC Sharjah | April 2022 to Present.

- Assist customers with various banking transactions, including remittances, FCY sell, and cross sell.
- Extensive knowledge about corporate transactions with AML concerns.
- Provide exceptional customer service by addressing inquiries, resolving issues, and promoting bank products and services.
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- Actively participate in staff training programs related to AML compliance and maintain updated knowledge of industry regulations.

Head Teller | UAE Exchange Center LLC, Ruwais, Abu Dhabi | May 2018 – Feb 2022

- Gained hands-on experience in various Exchange operations, including cash handling, cheque processing, and account opening.
- Proficient in exchanging more than 25 different currencies.
- Process international and domestic transactions in an accurate and quick manner
- Maintained balancing record with 100 % rate of accuracy.

## Education:

Bachelor of Arts | CSJM University, Kanpur, India | 2015

## Skills:

- Cash handling and transaction processing.
- Corporate transactions.
- AML regulations and KYC guidelines.
- Customer service and relationship management.
- Attention to detail and accuracy.
- Sales and cross-selling.
- Problem-solving and conflict resolution.
- Computer proficiency (MS Office, banking software).

## Certifications:

- Certified Anti Money Laundering Specialist (Pursuing)
- Business Analytics with Excel
- Introduction to Cyber Security