



Muhammad Faheem

# Qureshi

Banking and Finance Professional

## Profile

Result oriented and commercially experienced in providing Business Management solution. Offer a combination of excellent personal skills and analytical approach to encourage open communication at all levels within the business. Excellent communicator both verbal and written and a good influencer. I am a competent banking professional with 5 years + work experience within the industry. I am looking for a position in a growing firm where I can use my skills and potential.

## Qualifications & Achievements

FERG (Foreign Exchange & Remittance Group)  
Certificate In Compliance Approved By central bank of U.A.E

Achieved Superior Service Quality  
MCB Learning and Development 2012

Achieved Certificate of Best Cashier Global  
village seasonal event 2014-2015

Achieved Rising star award

Retail performance reward Recognition 2022

## Work Experience

### Retail Sales Consultant



Financial Services-51-200 employees

Dubai international Airport, Dubai

April 2022 – Present **Transaction Processing**

- Performing day to day activities of retail Consultant focusing best customer service experience
- Forex transactions that includes cross rate transactions, same rate guarantee (SRG) etc.
- Offering best deals for customer as per their budget and upsell destination currency
- Achieving monthly retail KPI's and maintaining customer service standards.

### Operational procedures and processes

- Execute operations in line with standard operating procedures and operating disciplines.
- Adhere to company and location policies and procedures including ATM's, Audit, Risk, Health & Safety, Security and Retail requirements.
- Undertake company training within required timescales.

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### Key Skills

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Retail Banking

Treasury operations

Forex dealing

Cash Management

Accepting Payments

Knowledge of policies & regulation

Banking operations & procedure

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### Professional Skills / Attitude

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Understanding of the customer service philosophy – customer comes first, customer is always right and customer satisfaction is of utmost importance.

Professional presentation skills

Maintaining a positive working relationship within the busy working environment

Excellent organizational skills

Result oriented and Decision making skills

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### Personal Info

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Languages : English ,Hindi, Urdu, Arabic, Punjabi

Full Name : Muhammad Faheem Qureshi

Father's Name : Muhammad Jameel Qureshi

MARITAL STATUS: Married

Passport No : CY4914183

D/L U.A.E: Automatic

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### Contact

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Abu Hail deira , Dubai

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faheemqureshi39@gmail.com

- Contributes to team effort by accomplishing related results as needed.
- Adherence to Travelex branding guidelines.

### Customer Experience

- Attending Customer with genuine smile and positive body language
- Providing best customer service experience by using excellent customer service skills.
- Maintaining accuracy and timeliness as major factor in all transactions.

### Assistant Branch Supervisor



Financial Services-51-200 employees  
April 2016 – March 2022 Dubai UAE

### Transaction Processing

- Assisting the treasury Manager in day to day operations.
- Remittance
- Bank A/c transfers ,Western Union (Wu), Cash express
- Forex transactions, Labour guarantee and LG refund.
- Bill payments i.e credit card payment, mobile top up etc.
- Account opening(South Indian bank, federal bank, Loyalty card
- Filing and arranging documents for electronic processing.

### Reports

- Wu tally and cash express tally reports
- Daily branch cash reports
- Monthly Petty cash, stationery and pantry requisition reports

### Customer Service

- Provide friendly responsive customer service by using excellent customer service skills.
- Ensure accuracy and timeliness in all transactions.
- Correspondence emails and follow up.

### Compliance

- Handling Kyc and all on boarding requirements compliance queries.

## Customer service coordinator (Global Village)



Facilities Services -51-200 employees  
Mar 2013 –Feb 2016-Dubai UAE

- Well coming customers in decent way.
- Issuing entry passes and Fantasy Island cards as requested by customers as cashier by using BOS.
- Guiding and helping customers in case they need any help.
- Providing complete information about products & services at Global Village official merchandise, family pack tickets and fantasy island packages.
- Supervising cashier booth activities e.g arranging tickets & small denominations.
- Preparing cash report on daily basis.

## Operations Officer



Public Company; 10,001+ employees; Banking industry  
Oct 2010 – Jan 2013- Bahawalpur Pakistan

### Transaction Processing

- Process all customer transactions of FCY, LCY and bearer instruments.
- LCY & FCY Cash Deposits and withdrawals
- Signature Verification
- Over the counter remittances
- Exchange Cash between Tellers

### Customer Service

- Provide friendly responsive customer service by using excellent customer service skills.
- Ensure accuracy and timeliness in all transactions

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## Education

M.sc Finance  
The Islamia University of Bahawalpur, Pakistan

2008 – 2010

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## Hobbies & interests

Watching TV, Current Affairs and reading newspapers , Football