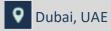


# Sadaf Manzoor **Corporate Associate**







### **EDUCATION**

**Master Of Business** Administration (M.B.A) (2016-2018)

(FUUST)

## **Bachelor Of Education (B. Ed)** (2014-2015)

(AIOU)

**Bachelor Of Science (B.Sc.)** (2013-2014)

(JDCW)

### **TRAINING**

Advanced Anti-Money Laundering & Counterterrorism Financing from **Emirates India** international exchange

### **COMPUTER SKILLS**

Windows, MS-Office

### PERSONAL ATTRIBUTES

- Striking positive relationships with clients & team members
- Excellent communication, with clear and assertive professional language
- Self-confident and motivated to take up challenging assignments
- Fast learner, motivated to constantly improve my skills and knowledge

# INTRODUCTION

Experienced Finance Executive with a demonstrated history of success in the Financial Services industry. Skilled in Operations Management, Microsoft Office, Customer Relationship Management, Corporate Handling, Team Building, and Market Research.

I have consistently exceeded expectations through hard work and continuous learning.

# SKILLS SUMMARY

- **Branch Management**
- **Team Management**
- **Corporate Handling**
- Cash Management
- **MIS Reporting**

- Anti-Money Laundering
- Compliance Management
- **Document Management**
- International Transaction Processing

# WORK EXPERIENCE

# **Emirates India International Exchange**

**Corporate Associate** 

June 2021- Present



Emirates

- Assist customers in person and via telephone and maintain friendly and professional customer interactions.
- Drove business strategy to focus on Corporate and HNI customers
- Expertise in handling overseas offshore salary payments, especially for large ship management companies
- Checking the rate for corporate and individual clients on various currency
- such as EURO, GBP, AUD, CAD, INR, SGD, HKD, USD &, etc. with the treasury and updatethe client and always make sure to book the contract in profit.
- Onboarding New companies compiled with regulatory requirements including CBUAE and AML policy.
- Effectively and timely clarification of customer queries, documentation, and follow-up of customer concerns and complaints.

# **Emirates India International Exchange**



Assistant Branch In-charge March 2020 - May 2021

### Responsibilities

- Assist the Branch In-Charge in the efficient running of the branch.
- Handle 2nd level of customer complaints/escalations if any.
- Ensure branch staff adheres to the expected customer service levels.

### **LANGUAGE SKILLS**

English, Urdu, Hindi, Punjabi, Arabic

### **PASSPORT & VISA DETAILS**

- Valid Pakistani passport
- UAE Employment Visa

### PROFESSIONAL REFERENCES

Can be provided on request

- Mentor and groom new team members and ensure smooth transitioning of the product knowledge and make recommendations for training and improvement of procedures.
- Monitor day to day transactions of the branch and report unusual, structured, suspicious, blacklisted ones to the Branch In-Charge.
- Attend counter customers, remittances sending and receiving from any part of the world, telex transfers.
- Business development as instructed by the Branch In-Charge.
- Help Branch to maintain the productivity standards at the branch in order to maintain quality related aspects in terms of TAT and accuracy.
- Review and check work of CSO's and Cashier's such as reports, records, and applications for accuracy and content, correct errors if any and provide relevant and timely feedback.

# **Emirates India International Exchange**

Customer Service OfficerNovember 2018 – Feb 2020



### Responsibilities

- Process customer remittances to any part of the world.
- Execute foreign bank transactions for both corporate and individual customers.
- Welcome customers and answer queries, check the exchange rates and update.
- WPS registrations and processing transactions as well
- Assist branch manager regarding branch operations.
- Sale and purchase of FCN (foreign currencies)
- Dealing with foreign currencies, maintain proper in and outflow of cash to perform errorless remittance and FC transactions.
- Handling and tracking of transactions, amendments, and cancellations.
- Effectively and timely clarification of customer queries, documentation and follow up of customer concerns and complaints.
- Segregating and filing documents with day end report at EOD

### Silk Bank Limited Pakistan

Loan Officer 2016-2018

### Responsibilities



- Evaluates loan applications and documentation by confirming credit worthiness.
- Improves loan applications and documentation by informing applicant of additional requirements.
- Rejects loans by explaining deficiencies to applicants.
- Approves loans by issuing checks or forwarding applications to loan committee.

# **DECLARATION**

 I hereby declare the above given information is correct & complete to the best of my knowledge & belief.

Sadaf Manzoor