

ZAHID HUSSAIN

AI Ansari Exchange LLC.

Dubai Region

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A self-motivated and ambitious professional with more than 8 years of experience in different sector as a Finance and Administration, Teller/Cashier, Customer Service, Marketing and Sales, I have a good track record, lots of energy & a bit of that "vision thing" with an entrepreneurial spirit.

Undoubtedly, a team player and excellent inter personal skills, with a very clear & focused approach to the job at hand.

Core Professional Strength:

- Ability to work quickly and accurately.
- Teller Transactions.
- Analyzing information and making decisions.
- Excellent verbal and written communication.
- A team player and work well with others.
- Administrative skills.
- Customer service.
- Good understanding of Accounts and finance

Professional Synopsis:

Shift In charge/ Foreign Currency Cashier	June 2020 – till Present.
AI Ansari Exchange LLC	

Roles & Responsibilities:

Operational Execution

- Maintain cash in hand and Vault in accordance with company’s clean note policy and assigned cash-in-safe limits, to avoid regulatory penalties.
- Ensure cash balancing are reconciled with cash on hand GL in all currencies to mitigate cash differences.
- Ensuring transactions are complete and recorded with proper verification of documents and supporting documents from supervisor/customer.

Customer Services:

- Error free execution of all customer/branch based financial (cash receipt and payments) and all other non-financial transactions as per delegated authority and SOPs, to ensure accurate processing and optimum level of customer satisfaction.
- Maintain customer confidence and protect company operations by keeping information confidential.
- Adherence of key soft skills: thank clients, maintain eye contact, invite them back etc.
- Meeting TATs (Turn Around Time) for transaction processing
- Control and Compliance
- Implement all processes as per priority segment’s Standard Operating Procedures and agreed KPIs in order to ensure adherence to the policies and maintain branch performance.

Branch Security

- Safeguard the cash vault, stationery, while processing transactions, in order to maintain security and reduce the company’s exposure to undue risk.
- Report suspicious transactions to the Branch Manager or Area Manager as and when required, to ensure further escalation to compliance in a timely manner.

Junior Associate/ Teller

JULY 2018- May 2020.

UAE EXCHANGE CENTRE LLC

Roles & Responsibilities:

- Responsible for the handling, processing and servicing of clients, branch transactions in a prompt efficient and accurate manner.
- Processing customers deposits, withdrawals, and payments.
- Accepting cash from customers. o Following company procedures when performing transactions.
- Adhering to all company security, audit, and compliance requirements. o Reporting any suspicious customer activity to the branch manager.
- Accurately receiving, counting and distributing cash.
- Process transactions of Remittances to Bank account and cash pick using different services such as Express money, Western Union etc.
- Assess customer needs and introduce new products and services (National bonds, Membership cards) o Receive and count working cash at beginning of shift.
- Prepare Daily Cash closing report and submit to the Branch manager.

TEAM LEADER Sales

Since (May 2016 – April 2018)

ETRAN INTERNATIONAL LLC - (Channel partner of DU telecom)

Roles & Responsibilities:

- Promote the Du Telecom postpaid product by visiting customer on their door step.
- Contact with potential customer in targeted areas about the current promotions of Du Postpaid connection.
- Suggest packages as per customer requirements and try to convince, to activate the plan as per customers need.
- To sign the company agreement from customers electronically and manually.
- To build strong relationship with the customers, this helped me in the future to generate lead.

CUSTOMER SEVICE OFFICER

since (Nov 2012- June 2015)

ZONG CM PAK

Roles & Responsibilities:

- Provide basic information to the customers upfront & launch complaints as per requirements,
- Answering inbound calls.
- Gave the best of Customer Services to the prepaid and postpaid base of the customers over the helpline.
- Capability & capacity to grow and meet future challenges and expectations.
- Ability to grow and train to people.
- Have good experience of management and contact center.

EXTREME ENGINEERING SOLUTIONS PVT LIMITED

May 2011 – April 2012

Admin and Accounts Officer (Area Coordinator)

- Assisting in the preparation of Area Office budget.
- Managing records and receipts
- Reconciling daily, monthly and yearly transactions
- Preparing Preventive Maintenance/Corrective Maintenance Report
- Processing invoices
- Providing customer service to clients
- Resolve financial disputes raised by the Regional Office with different department.
- Being a key point of contact for other departments on financial and accounting matters in the assigned Area
- Supporting the Finance Manager and executives with projects and tasks when required
- Supervise Administrative task of the Area office

- Supervise and maintain the inventory and warehouse.
- Reporting to the Head Office and concern department on daily, weekly and monthly basis, regarding the operations in the AREA and inventory stock.
- Resolving different admin and operation issues.
- Prepare financial reports on monthly basis. Prepare bank reconciliation.
- Monitor and handling petty cash and expenses.
- Dealing with the suppliers, client, banks etc.
- Preparing FSR (Field Survey Report) and send to regional office.
- And Other duties as assigned.

Academia & IT Skill set

MBA
Master in Business Administration

2009-2011CITY UNIVERSITY OF SCIENCE AND TECHNOLOGY

HND
Higher National Diploma in Software Engineering

2004-2006EDWARDES COLLEGE PESHAWAR (BTEC Edexcel, U.K)

PERSONAL INFORMATION

- **Date of Birth:** April 10, 1985
- **Nationality:** Pakistani
- **Passport No:** CH6893293
- **Visa Status:** Employment