



Mohammed Yousuf

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Al Nakheel, Ras Al Khaimah

About Me

An accomplished professional with more than 18 years of experience specializing in Supervising, Compliance, and Cash Handling. Proven track record in Customer Service, Cash Handling, Foreign Currency, Corporate Business, Marketing, and Branch Operations with a strong commitment to excellence by delivering and increasing branch profitability. Looking for a position and willing to be a part of a professional environment, to work in an innovative team environment in order to make a fruitful contribution in attaining organizational goals.

Experiences

UAE Exchange Centre LLC

Nov 2005 - Present

Supervisor cum Branch In-Charge

- Manage complete day-to-day operations to run efficient and smooth operational activities.
- Prepare and implement a succession plan for branch business development
- Maintain excellent relationships with individuals, HNI, and corporate customers.
- Define and implement strategies based on regional strategy and market trends.
- Responsible for growth in FC business by monitoring the FC Rates, coordinating with the cashiers, focus on market trends.
- Visit Corporates, FC, and HNI customers to improve branch revenue.
- Handling Corporate Customers and salary processes for different companies through the system of WPS.
- Interaction with the customer at the branch lobby for getting feedback and improving service quality at the branch.
- Supervise the operational aspects of the branch and ensure branch and office premises are neat and clean, security cameras are working, update register and daily record, and performed duties assigned by the Branch Head.
- Ensure all customer complaints are resolved/addressed within the given turnaround time and ensure that all customer feedback & suggestions are noted.
- Supervising daily cash funding activities (AED & FC) of the branch.
- Responsible for the safe keeping of the relevant documents of the branch.

Expertise

- Day-to-Day Operations
- AML & Compliance
- Team Management
- Business Management
- Customer Experience
- Overseas Remittances
- Forex
- WPS
- Leadership
- Coaching

Language

- English
- Bengali
- Arabic
- Hindi
- Urdu

Work Experiences Continues

As a Compliance Officer in UAE Exchange Centre LLC.
January 2009 to December 2014

Responsibilities:

- Responsible for ensuring that the workplace understands and complies with all laws or regulations that apply to its type of business.
- Ensuring the KYC of the customers, updating records, verifying ID, Photos, and other necessary documents.
- Responsible for corporate registration by visiting the corporate office, and collecting required documents by following the guidelines given by the Chief compliance officer & Central Bank of UAE.
- Responsible for monitoring day-to-day transactions of the branch for any unusual/structured/suspicious/blacklisted ones and reporting to the Chief Compliance Officer.
- Apply proper KYC and due diligence for all onboarding and existing corporate and individual customers on a daily basis.
- Administering matters related to the codes of conduct, anti-money laundering (AML) regulations, and terrorist-financing activities and reporting the same to the appropriate level.

key Competences

- Efficient in handling a diverse customer base.
- Team player with excellent customer service skills.
- Ability to work in a multicultural environment.
- Excellent communication skills and time management.
- Always seeing issues through to complete resolution.
- Strong analytic and organizational skills.
- Ability to work independently and committed to deadlines and schedules.
- Honest, sincere, and a hard worker with a high level of integrity.

Career Growth



Education

Post-Graduation

Master of Social Science (MSS)
National University**1996**

Graduation

Bachelor of Arts (BA)
National University**1994**

References

References can be provided on request