

# **CURRICULUM-VITAE**

## **DILDAR MOHSIN**

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### **CAREER OBJECTIVE:**

- ❖ **Professional Summary**
- ❖ Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions.

- |   |   |
|---|---|
| ❖ <b>Skills</b>   |   |
| ❖ <b>Cash handling expertise</b>                                  |   |
| ❖ <b>Multilingual in English Urdu English, Urdu &amp; Punjabi</b> | ❖ <b>Strong banking concept</b>           |
| ❖ <b>Rapid 10-key data entry</b>                                  | ❖ <b>Cheerful</b>                         |
| ❖ <b>Savvy relationship-builder</b>                               | ❖ <b>People-oriented</b>                  |
| ❖ <b>Goal-oriented</b>  | ❖ <b>Excellent time management skills</b> |
| ❖ <b>Self-sufficient</b>  | ❖ <b>Positive</b>                         |

### **WORK EXPERIENCE**

#### **JOB PROFILE:**

- ❖ **DIRHAM EXCHANGE, AL MUTEENA BRANCH DUBAI UAE.**
- ❖ **Worked as Cashier from SEP 2022 till OCT 2023.**
- ❖ Executed customer transactions regarding cash, money orders and money exchange.
- ❖ Remittance from Instant cash, Western Union, Transfast & express money.
- ❖ Proficient in exchanging 30 different currencies.
- ❖ Maintained balancing record with 100% rate of accuracy.
- ❖ Proficient in using computers and other office equipment.
- ❖ Exceeded monthly sales goal.
- ❖ Recorded amounts received and prepared reports of transactions.
- ❖ Processed exchange and foreign currency.
- ❖ Maintained friendly and professional customer interactions.

- ❖ Trained new employees regarding money exchange procedures and cash drawer handling.
- ❖ Performed all duties as assigned by supervisor.
- ❖ I have a good knowledge of using different remittance products which includes, Transfast, Instant Cash, Western Union, Cash Express.
- ❖ Responsible for making Cheque payments and reports for the corporate transactions.

#### ❖ TARIQ GLASS INDUSTRIES, PUNJAB PAKISTAN

##### ❖ Worked as sales representative, From March 2021 to March 2022

- ❖ Selling products or services to customers, and representing the brand
- ❖ provides ongoing support and communication with key customers throughout the geographic region.
- ❖ Reaching out to potential leads through a variety of channels, such as email, phone, text, and social media.
- ❖ serves customers by selling products and meeting customer needs
- ❖ Answer questions about the products
- ❖ Emphasize the features of products to highlight how they solve customer problems
- ❖ Identify prospective customers, lead generation and conversion.

#### ❖ AL MADINA RAXINE, MULTAN PAKISTAN

##### ❖ Worked as a Cashier Feb 2018-Sep 2020

- ❖ Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases Collect payments whether in cash or credit
- ❖ Manage transactions with customers using cash Keep reports of transactions. Keep reports of transactions.
- ❖ Daily monitor sales transactions
- ❖ Understanding that it is the perception in the employee's mind that really matter.
- ❖ Maintained friendly and professional customer interactions. Resolves customer issues and answers questions.
- ❖ Track transactions on balance sheets and report any discrepancies.
- ❖ Handle merchandise returns and exchanges.
- ❖ Customer satisfaction-oriented.

### PROFESSIONAL CERTIFICATE

- ❖ **BACHELOR OF BUSINESS ADMINISTRATION (BBA HONS)**  
**“UNIVERSITY OF EDUCATION LAHORE”.**
- ❖ **High school passed GARISSION GRAMMER H.S.S MULTAN.**

### TECHNICAL KNOWLEDGE

- ❖ **General Software: SYMEX, LIVE X, Word, Excel, Power Point, Internet.**

### ROLES AND RESPONSIBILITIES

- ❖ **Good communication skills.**
- ❖ **Strong belief in team work and committed workmanship.**
- ❖ **Sincere and hard worker.**
- ❖ **Ability to handle extreme situation.**

### PERSONAL TRAITS

- ❖ **Hard working. • Quick learner • Friendly.**
- ❖ **Motivated.**
- ❖ **Written and verbal skills**
- ❖ **Interpersonal Skills**
- ❖ **Active Listening Skills**
- ❖ **Positive Attitude**
- ❖ **Time Management**

### PERSONAL PROFILE

❖ Date Of Birth	01/05/1998
❖ SEX	Male
❖ Nationality	Pakistan
❖ Marital status	Single
❖ Visa Status	Employment

### TRAININGS AND WORKSHOPS

- ❖ Customer care and cash handling.
- ❖ Basic Anti money Laundering and Countering the Financing of Terrorism.
- ❖ Fraud Prevention and Counterfeit Detection.
- ❖ AML/CFT Typologies in Exchange Houses & Suspicious Transaction Indicators.

### ❖ DECLARATION:

I hereby declare that the above furnished details are true to the best of my knowledge.

**DILDAR MOHSIN**