



PROFILE

Having **10 years** of Experience in developing Customer Handling skills & Managing Customer relation in Financial sector.

Hardworking and Technically skilled person known for Handling Cash, AML Compliance, and Cash Closing. Maintaining excellent record of success in providing excellent customer service, increasing revenue growth & market share. Can Easily Adopt & Understand Latest Trends & can implement the same in translating business needs into customer solutions. Having Excellent Interpersonal, Project Management & Communication Skills and Aims to Learn and Contribute in the Long-Term Growth of an Organization.

CONTACT

PHONE:

+971524883522

EMAIL:

qamarhafeez761@gmail.com

PASSPORT DETAILS

Passport No : **AP6514004**

Date of Issue : **24-11-2022**

Date of Expiry : **22-11-2032**

QAMAR HAFEEZ

EDUCATION

BACHELOR OF ARTS (SPECIALIZE IN MASS COMMUNICATION)
ALLAMA IQBAL OPEN UNIVERSITY - PAKISTAN 2011 TO 2013

WORK EXPERIENCE

COMPANY: **PAKISTAN CURRENCY EXCHANGE COMPANY**

DESIGNATION: **FRONT LINE ASSOCIATE/ TELLER**
(AUGUST 2013 – NOVEMBER - 2018)



- ❖ Ensuring the Corporate Customers are served with the high level of customer service for their Foreign Remittance & Foreign Currency Exchange requirements on the cash / credit transactions
- ❖ Ensuring excellent level of customer service, planning activities for customer engagement, celebrating annual customer happiness program
- ❖ Providing clear and detailed information to customer who enquires about products and services of the company
- ❖ Making sure the regulations issued by State Bank of the Pakistan & our In-house anti money laundering policy and procedures are implemented at all times
- ❖ Monitoring cost to income on daily basis and ensure the high profit on monthly basis. Performing other tasks as requested by the immediate supervisor
- ❖ Conducting and reviewing due diligence and thorough Verification of all Relevant Documents Which Effectively Prevented Possible Losses by negotiating Forged and

PERSONAL DETAILS

Date of Birth : 15-11-1987
Gender : Male
Nationality : Pakistan
Marital Status : Married

LANGUAGES

English, Urdu, Punjabi & Hindi

HOBBIES

CRICKET & SPOTRS
SOCIAL GATHERING
TRAVELING

TOOLS & SKILLS

- ❖ Cash Handling
- ❖ Rapid Data Entry
- ❖ Accounting System & Software
- ❖ Internal Audits
- ❖ Unit Compliance Management

STRENGTHS

- ❖ Client & Customer Services
- ❖ Documentations.
- ❖ Financial Products Knowledge
- ❖ Foreign Currency
- ❖ Handling Customer Complaints
- ❖ PRE-& After SALES SERVICES
- ❖ Team Leader
- ❖ Product & Service Support
- ❖ cash Handling

COMPANY: MUHAMMAD EXCHANGE COMPAY
DESIGNATION: F.L.A / COUNTER INCHARGE
(DEC 2018 – Sep-2023)



- ❖ Ensuring AM L link is readily accessible to all staffs of the branch and any suspicious transaction / activity is reported promptly to compliance & AML department
- ❖ Monitoring the timely response to the SWIFT complaints/enquiries with correspondent banks
- ❖ Strict adherence to quality standard sets up by the management to provide the total customer satisfaction
- ❖ Coordinating with the marketing department to perform Marketing activities like frequent concept-based Road Shows and Camp based recreational activities
- ❖ Branch performance which includes Staff Productivity, Customer Acquisition, Revenue taking care of the stability and working for the improvement of sales & customer service
- ❖ Handling Corporate Transactions around the globe and Exchanging Services.

SKILLS

- ❖ Willing to work any shift and as many hours per week as necessary
- ❖ Good reasoning and communication skills
- ❖ Must be able to start, return to, and complete a variety of duties with interruption.
- ❖ Strong team player with an excellent sense of responsibility.

DECLARATION

I hereby declare that the all the information furnished above are true to the best of my knowledge and belief.

QAMAR HAFEEZ