



FAHAD SHAHZAD ALI

Branch Manager

PROFILE

Results-oriented and highly motivated Branch Manager with expertise in the money exchange industry. Proven record of accomplishment of driving operational efficiency, achieving revenue targets, and delivering exceptional customer service. Possesses strong leadership abilities, strategic thinking, and a deep understanding of financial markets and regulations. Nurturing a positive work environment, and implementing effective business strategies to maximize profitability. Committed to delivering excellent financial solutions while maintaining compliance with industry standards and regulatory requirements.

PROFESSIONAL EXPERIENCE

Al Rostamani International Exchange

Sharjah - UAE

(Branch Manager)

January 2023– Present.

- **OPERATIONAL OVERSIGHT:** Ensuring that process run smoothly, and addressing any operational issues.
- **CUSTOMER SERVICE:** Providing excellent customer service is a key responsibilities. Often interact with customers, address their concern, and ensure positive customer service
- **SALE AND REVENUE:** Assigned the tasked with meeting sales target and generating revenue, they may need to develop and execute sale strategies to achieve these goals.
- **FINANCIAL MANAGEMENT:** managing the branch budget, controlling expenses, and ensuring financial goals are met are essential responsible for cash management and ensuring financial compliance.
- **MARKETING AND PROMOTION:** involved in the marketing and promotional activities to attract new customers and retain existing customers
- **COMPLIANCE:** Ensuring that the branch adheres to all relevant laws, follow central bank guidelines regulation, and company policies is vital. This includes compliance with financial and operational guidelines.
- **REPORTING:** often need to provide regular reports to higher management, detailing the branch's performance, financial status, and any issues or opportunities.
- **STRATEGIC PLANNING:** developing and implementing strategic plans for the branch's growth and success is often a responsibility. Involve setting long-term goals and objectives.

PERSONAL DATA

Date of birth: 04 Aug 1988
Marital : Married
Nationality : Pakistani
Passport No : PV1809931
Driving license: Auto

CONTACT

Phone: 971 55 83 69 149
Email : z4ushah@gmail.com

KEY SKILLS

- Go extra mile to get the deal done
- Understand customer need and quick evaluation
- Adaptability (Technology, Process, procedure and many more...)
- Eager to learn something new
- Payroll Administration, Attention to Detail.
- Numerical Skills, Data Analysis,
- Problem-Solving, Time Management
- Can Manage Cross Functional Teams
- Result Oriented
- Negotiates Successfully
- Communicate Clearly
- Thinks Strategically

ACADEMIC QUALIFICATIONS

- Bachelor Degree in Commerce from University of Karachi, Pakistan. (Passed in 2011)
- Intermediate In Science from Johor Degree College (Passed in 2006)

EMIRATES INDIA INTERNATIONAL EXCHANGE

(SHARJAH SAJAA BRANCH) (May 2015 – Dec 2023)

DESIGNATION: BRANCH INCHARGE.

✓ Promotion to Branch In charge

- Responsible for handling branch and supervising 12 Staff.
- Weekly WUBS Cash transactions report to WUBS compliance.
- Manage the accounts of HNW Individuals.
- Conduct remittances transactions, sales of foreign currencies, ongoing operations of WPS/WUBS.
- Report risk management issues and internal controls deficiencies identified directly to the Manager – Internal Audit and Compliance and provide. Cross check, verify and Process refunds & cancellations.
- Always maintain minimum stock of FCN and update the rates as per the market flow.
- Ensure that company policies and guidelines are consistently and strictly followed.

✓ Promotion to Assistant Branch In charge

- Weekly WUBS Cash transactions report to WUBS compliance.
- Manage the accounts of HNW Individuals.
- Conduct remittances transactions, sales of foreign currencies, ongoing operations of WPS/WUBS.
- Always maintain minimum stock of FCN and update the rates as per the market flow.

BEST STANDARD TRADERS FREE ZONE AJMAN

(May 2014 – April 2015)

- As Administrator and Sale coordinator.
- Responsible for Handling 4 Outlets and Supervising 7 Sales Staff.
- Achieving Sales Target Set by Management on Regular Basis.

K-ELECTRIC

(Sep 2009 – March 2013)

✓ Promotion to Manager of Call Center.

- Customer Care
- Complaints Management
- Giving Information to Customer Regarding Their Accounts & Complaints
- Facilitating Customer to Pay Their Bills on Calls from Their Account Achievements
- Best Employee Award
- Promotion to Team Leader

UFONE PAKISTAN BIGGEST NETWORK COMPANY

(Jan 2008 - Aug 2008)

Office Assistant Internship in HR department

- Resume collections
- Data entry
- Employee list updating

UFONE

(Jul 2007 - Dec 2008)

Customer Relation Officer (Call Agent)

- Customer service
- Outbound and inbound calling

LANGUAGES KNOWN

- English
- Urdu / Hindi
- Arabic

INTEREST

- Suffering Islamic Books
- Playing Cricket

COMPUTER SKILLS

- Negotiating
- Planning
- Microsoft Office
- Self-Motivated
- Good Communication skill
- Positive attitude
- Relationship building

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

Yours truly

(FAHAD SHAHZAD ALI)