



# ABDUL REHMAN

Service Officer and  
Branch Compliance  
Officer

## About Me

Demonstrated success in directing and strengthening all aspects of customer service, compliance, accounting and marketing. Proficient in customer Service and product marketing to enhance sales.



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Abu Dhabi, UAE willing to move any state.

Nationality: Pakistan

## LANGUAGE

- English
- Hindi
- Urdu

## EXPERTISE

- Customer Service
- Compliance
- Marketing
- Negotiation
- Critical Thinking
- Leadership
- Management Skills
- AML& CFT

## EXPERIENCE

### Al Fardan Exchange

Abu Dhabi, UAE

Jan 2022 - Till Date

Teller/Service Officer/ Branch

Compliance Officer

Processing Remittance and wire Transfer world wide through banks and exchange houses.

- \* Exchanging currencies and cross selling various services.
- \* Prevention of fraud and money laundering (well versed of AML CFT & Due diligence.
- \* Handling customer inquiries and creating customer relationship.
- \* Contributing in making enhanced due Diligence of the customers.

Selling National Bonds and Prepaid Cards.

- \* Cash Management flow and monitoring.
- \* Preparing day to day financial settlements.
- \* Supervising the team through support and advise
- \* Ensure branch procedures are being followed.

### PHED Govt. Of Pakistan

Pakistan

Jan 2021 - Aug 2021

Accounts Assistant

Reconcile invoices and identify discrepancies.

Create and update expense reports.

Process reimbursements.

Prepare bank deposits.

Enter financial transactiona into internal database.

### Leathers First

Karachi, Pakistan

E-Commerce Executive

Mar 2016 - Dec 2020

Implementing tactical online marketing practices to target specific consumers.

Optimized e-commerce fulfillment strategy to minimize costs while maximizing profits and customer satisfaction.

Maintain records of all outgoing and incoming shipments from and to the warehouse

- Risk Assessment
- Supervise
- Foreign Currency Dealing
- Customer Retention
- Customer acquisition
- Sales
- Efficiency

## LICENSE

- UAE Driving License

## EXPERIENCE

### **IMAGYN Technologies**

**Karachi, Pakistan**

**Jan 2015- Jun 2015**

#### **Key Account Manager**

Responsible for managing a portfolio of key accounts.

Maintaining a strong Business development.

Dealing with regional managers of corporates.

Identifying short and long term growth opportunities.

### **Converge Technologies**

**Karachi, Pakistan**

**Jun 2014 - Jan 2015**

#### **Operations Officer**

Profiling of endorser's for social media based interactive marketing activities.

Supervising call center team and assigning daily tasks.

Database management.

Creating transcripts for team to communicate standard brand message.

### **NOORPUR INDUSTRIES**

**Karachi, Pakistan**

**Feb 2014 - May 2014**

#### **Accounts Officer**

Preparing bank reconciliation statement and posting to general and sub ledger.

Reconcile general and sub ledge.

Prepare Payroll and forward it to bank for execution.

Prepare bank payment Vouchers.

## EDUCATION

### **LIMKOKWING UNIVERSITY OF CREATIVE TECHNOLOGY**

**CYBERJAYA, MALAYSIA**

Bachelor of Business Administration (Honours)

December 2013