



ABDULKADER ALTAF

FINANCIAL SERVICE OFFICER

Email - akrumalwala7876@gmail.com

Shabiya 10, Abu Dhabi, UAE

+971 522654869

As a service officer with a proven track record in cross-border payments, WPS, Prepaid Cards, Value Added Services, International Payments, Forex, Marketing, Sales, Compliance and AML.

I possess a unique combination of analytical, communication, and leadership skills that allow me to identify business opportunities, engage with customers, and drive sales growth while ensuring regulatory compliance. In addition to my work experience, I have completed several professional certifications and training courses in fintech, Computer languages, AML & KYC, and international business, which have equipped me with the latest knowledge and tools to succeed in a rapidly changing business environment. With a valid UAE driving license and fluency in English Hindi Urdu I am well-positioned to work with diverse teams and customers across different regions. I am now seeking new challenges and opportunities to leverage my skills and experience to contribute to the success of a dynamic organization in the financial services sector. I am ardent in FinTech (Financial Technology) evolving and Marketing.

EDUCATION

Burhani College of Commerce & Arts -
2014-2017

- Bachelor of Commerce (BCOM)

WORK EXPERIENCE

Customer Service Officer

Al Fardan Exchange (UAE)

April 2022 - Present

- Acquired cross border payment transaction from camps over 0.5K+ monthly and leveraged sales by 10%.
- Attending customers for making world wide money transfer, foreign currency exchange, value added services, Prepaid cards, payroll/ WPS services and transactions as per UAE central bank, AML/ CFT and compliance plus company standards.
- Cold called multiple leads per day, successfully converting prospects into customers through smart sales techniques.
- Maintaining in-depth knowledge of competitor products, identifying price changes, market developments and emerging threats.
- Dealt with complex complaints and angry customers professionally and politely, resolving issues with favorable solutions.

Jr. Software Developer

AiFi Technologies LLC. (UAE) - 2018-2021

- Pandas, NumPy, Matplotlib, OpenCv Python, and can work on any new modules.
- Have achieved building CAD designs by using OpenCasCade module in python to get the structural details of building designs.
- Have built web applications to demonstrate building designs and detect the structural defect of the model according to the UAE municipality laws.

CERTIFICATES:

- KYC & AML
- Python Programming
- Advance Excel

Driving License:

- Valid UAE driving License

EXPERTISE:

- Cross Selling/Up selling
- AML and Compliance
- International Remittances
- Data Analysis
- Customer Due Diligence
- Marketing and Sales
- Customer Relationship
- Business Development
- Communication
- Computational Skills

LANGUAGES:

- English (Fluent)
- Hindi (Native)
- Urdu (Native)
- Marathi (Basic)
- Arabic (Beginner)