

Arafat Ntege

Cashier Cum Customer Relations Executive

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. With the front office background and experience, i believe i can add value to your company.

Work History

**2022-10 -
Current**

Cashier Africa Corridor Coordinator

Federal Exchange AE, Abu Dhabi

- Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates
- Identified sales opportunities and referred customers to branch partners in financial services
- Educated customers on use of banking/exchange website and mobile apps
- Processed customer transactions promptly, minimizing wait times
- Monitored and reported suspicious activity in line with exchange compliance /security policies
- Balanced cash drawer daily and resolved discrepancies to provide accurate data regarding cash flow
- Maintained in-depth knowledge of exchange products and services to provide appropriate recommendations to customers
- Disbursed cash and checks accurately while maintaining security of cash drawers
- Paid salaries via our WPS.

**2020-07 -
2022-05**

FOREX TELLER

midwest forex bureau Ltd

- Currency Exchange: Conducting currency exchange transactions for customers, buying and selling foreign currencies
- Customer Service: Providing assistance to customers, answering queries about exchange



Contact

Address

Abu Dhabi, United Arab
Emirates 00000

Phone

0561107196

E-mail

ozilarafat50@gmail.com

Skills

Planning and Coordination

Customer assistance

Money products tallying

Payment collection

Product knowledge

Customer Relations

Refunds and exchanges

Refund handling

Currency counting

Reports and documents

rates, fees, and other related services

- Transaction Processing: Accurately processing financial transactions, including buying and selling currencies, and ensuring proper documentation
- Verification: Verifying the authenticity of currency notes to prevent fraud and ensure compliance with regulations
- Record Keeping: Maintaining accurate records of transactions, keeping track of daily sales, and preparing reports for management or regulatory purposes
- Cash Management: Managing cash supplies, balancing cash drawers, and ensuring the availability of various currencies for customer transactions
- Compliance: Adhering to regulatory guidelines and compliance requirements related to foreign exchange operations
- Communication: Effectively communicating with customers and colleagues, and addressing any issues or concerns that may arise during transactions
- Currency Knowledge: Staying informed about currency market trends, exchange rates, and geopolitical factors that may impact foreign exchange rates
- Security Measures: Following security protocols to safeguard against theft or fraudulent activities within the forex bureau.

Point of sale operation

Cash Handling

Complaint handling

Compliance, banking laws and regulations

Relationship building and management

Math aptitude

Excellent time management skills

[30] WPM typing speed

Rapid data entry skills

Banking

**2018-02 -
2020-04**

Customer Service Cashier

TECNO, Kampala

- Updated account information to maintain customer records
- Offered advice and assistance to customers, paying attention to special needs or wants
- Responded to customer requests for products, services, and company information
- Answered constant flow of customer calls
- Provided primary customer support to internal and external customers
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

Education

2023-09 - **Certificate In HR Analytics : Human**
2023-10 **Resources Development: HRM**

University of california - Coursera

2017-01 - **Bachelors degree: human resource**
2019-12 **management**

Makerere University - Kampala, Uganda

**Certificates in AML training including Red
flags training, AML/CFT induction training,
Data integrity training, AML/CFT targeted
financial sanctions. BRIGHT TALK
certificate of attendance Detect and
report money laundering schemes with
Guardian Analytics**

Makerere University

**Certificate in logistics and supply chain
management. Coursera online studies -
US (pursuing)**