



ABDUL REHMAN

Compliance & Customer Services Professional

WORK EXPERIENCE

Teller/Service Officer/Branch Compliance Officer | Al Fardan Exchange, Abu Dhabi, UAE Jan 2022 – Present

- Spearhead the processing of global remittance and wire transfers through intricate collaborations with banks and exchange houses, ensuring seamless financial transactions.
- Execute currency exchanges and adeptly cross-sell a spectrum of services, contributing to increased revenue streams and customer satisfaction.
- Demonstrate an exceptional understanding of Anti-Money Laundering (AML), Counter Financing of Terrorism (CFT), and due diligence protocols, effectively preventing fraud and safeguarding financial integrity.
- Engage in personalized handling of customer inquiries, cultivating robust customer relationships vital to the institution's reputation and client trust.
- Contribute significantly to the formulation and execution of enhanced due diligence processes, exemplifying a commitment to regulatory compliance and risk management.
- Exercise vigilant cash flow management, consistently monitoring and optimizing financial resources for maximum efficiency.
- Exhibit precision in the preparation of daily financial settlements, fostering transparency and accountability in financial operations.

Accounts Assistant | PHED Govt. Of Pakistan, Hyderabad, Pakistan Jan 2021 – Aug 2021

- Conducted meticulous reconciliation of invoices, proficiently identifying and addressing discrepancies to maintain accurate financial records.
- Demonstrated precision in creating and updating detailed expense reports, contributing to transparent and comprehensive financial reporting.
- Facilitated seamless financial operations by efficiently processing reimbursements, ensuring timely and accurate disbursement of funds.
- Executed the preparation of bank deposits, aligning with established financial protocols and maintaining the integrity of financial transactions.
- Ensured the accurate recording of financial transactions into the internal database, contributing to real-time access and analysis of financial data.

E-Commerce Executive | Leathers First, Karachi, Pakistan Mar 2016 – Dec 2020

- Implemented strategic online marketing practices with a focus on targeting specific consumer segments, driving increased brand visibility and engagement.
- Optimized the e-commerce fulfillment strategy, achieving a delicate balance between minimizing costs and maximizing profits, resulting in heightened customer satisfaction.
- Maintained meticulous records of all outgoing and incoming shipments to and from the warehouse, ensuring streamlined logistics and accurate inventory management.

Key Account Manager | IMAGYN Technologies, Karachi, Pakistan Jan 2015 – Jun 2015

- Managed a portfolio of key accounts, demonstrating a keen understanding of client needs and fostering lasting partnerships.
- Played a pivotal role in business development, ensuring a consistent and robust pipeline of opportunities for sustained growth.
- Engaged effectively with regional managers of corporate clients, building and maintaining strong relationships to facilitate collaborative success.
- Identified both short and long-term growth opportunities, contributing to the expansion and profitability of the business.

Operations Officer Converge Technologies, Karachi, Pakistan Jun 2014 – Jan 2015

- Conducted profiling of endorsers for social media-based interactive marketing activities, ensuring strategic alignment with brand objectives.
- Supervised the call center team, efficiently assigning daily tasks and responsibilities to ensure smooth operations.
- Demonstrated expertise in database management, maintaining organized and accessible information for efficient business processes.
- Created transcripts for the team, facilitating clear communication of standard brand messages and ensuring consistency in brand representation.

CONTACT

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/abdul-rehman

Location:
Abu Dhabi, UAE (Willing to relocate)

License:
UAE Driving License

Nationality:
Pakistan

CAREER SUMMARY

Accomplished Service Officer, Teller, and Branch Compliance Officer with a proven track record in customer service, compliance, and marketing within banking. Currently excelling in Al Fardan Exchange, Abu Dhabi. Seeking a role in banking or financial institutions to leverage expertise in driving operational excellence and customer satisfaction.

CORE SKILLS

Customer Service
Compliance
Marketing
Operational Excellence
Financial Settlements
Anti-Money Laundering (AML)
Cross-Selling
Cash Flow Management
Strategic Online Marketing
Inventory Management
Relationship Management
Database Management

EDUCATION

Bachelor of Business Administration
(Honours)
Limkokwing University of Creative
Technology, Cyberjaya, Malaysia
Dec 2013