

FARHEEN FAROOQ



farheenfarooq70@gmail.com

056 148 6829 | 050 181 0735

Nationality: Indian

Dubai U.A.E

PROFILE

A highly motivated and customer-oriented sales cashier with experience in maintaining excellent customer service standards, handling cash register operations, and safeguarding company assets. Possesses excellent verbal and written communication skills, good math skills, and problem-solving skills. Committed to maintaining an upbeat attitude and providing exceptional service to customers.

EXPERIENCE

TELLER / CASHIER SEP 2019 to DEC 2023

REEMS EXCHANGE, DUBAI, U.A.E.

- Greet customers, answering their questions, providing advice or recommendations.
- Accepting payments, ensuring all prices & quantities are accurate & proving a receipt to every customer.
- To make different multicurrency transactions & make the customer's payment against currency purchases & sales.
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to Relevant AML procedures and KYC initiatives.
- Maintaining a clean workspace.
- Initiate risk based approach to all transactions as per the company policy.
- Software used symex

TELLER / CASHIER MAY 2019 to AUG 2019

DESERT EXCHANGE, DUBAI, U.A.E.

- Provides support and information to customers, over the counter and by phone
- Accepting payments, ensuring all prices and quantities are accurate & proving a receipt to every customer.
- To make all Inward Remittance & Outward Payments.
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence To Relevant AML procedures and KYC initiatives.
- Maintaining a clean workspace.
- Software used Live Ex.

TELLER / CASHIER MAY 2018 to APRIL 2019

PREMIER INTERNATIONAL EXCHANGE, DUBAI, U.A.E.

- Greeted all customers with a friendly and courteous manner and timely answered any questions from customers
- To handle all customers queries as Font Desk Officer.
- Count Money at the beginning of shifts to ensure that amounts are correct.
- To make all Inward Remittance & Outward Payments.
- Handle Indian Remittances, Complaints, Coordinates With the Banks For Details & Possible Solutions.
- Maintaining Key Register of Branch.
- Maintaining Monthly, Weekly and Daily Report of Transactions
- Software used Lab

COUNTER STAFF MAY 2009 to DEC 2009

TRADE WINGS LIMITED MANGALORE INDIA

- Junior Executive handling Domestic and International Counter passengers booking flights

INTERNSHIPS

AIRLINE RESERVATION AGENT 7 MONTH INERN 2018

AIR INDIA LTD MANGALORE INDIA

- Provide customer service to
- Answer customer queries regarding flight availability and details with a friendly and courteous manner
- Assist customers with selecting flights, airlines and destinations
- Process ticket orders and payment
- Make changes to existing reservations
- Handle customer complaints and feedback
- Assist customers with check-in procedures

EDUCATION

Bachelor of Arts

Agnes College, Mangalore University – India 2008

IATA / UFTAA FOUNDATION COURSE - MONTREAL CANADA,

- The Diploma included IATA Country & City Codes.
 - Reservation & Ticketing in Galileo System.
 - Computer course Basic - 2005 "A" Grade
- Globe College of Travel & Tourism 2009

SKILLS

I.T

MS OFFICE, MAC & WINDOWS, MAIL CLIENT

PERSONAL

GOOD COMMUNICATION SKILLS
PROBLEM-SOLVING SKILLS
ORGANIZATION SKILLS
TEAMWORK

TRAINING

- ADVANCE AML/CFT Training held on 2nd Oct 2021 Conducted by CROWE MARK CONSULTING
- AML/CFT, FRAUD PREVENTION, COUNTERFEIT DICTION & CYBER SECURITY AWARENESS Held on 12th Dec 2021 Conducted by CROWE MAK CONSULTING
- KNOWING YOUR CUSTOMER PROBING QUESTIONS FOR SALES PERSONNEL Held on 13th Sep 2023 Conducted by CROWE ACADEMY PROFESSIONAL ARRANGED BY FERG
- TARGETED FINANCIAL SECTIONS & COUNTERING PROLIFERATION FINANCING Held on 21st Sep 2023 Conducted by CROWE ACADEMY PROFESSIONAL ARRANGED BY FERG.
- ATTEMPTED CENTRAL BANK AUDIT QUESTION AS FRONT LINE ASSOCIATE.
- AMLCFT & Due Diligence with special reference to THE ANTI MONEY LAUNDERING REGULATIONS OF CENTRAL BANK of the UAE held on 24th June 2018, 13th OCT 2019, 18th Feb 2020, Conducted by FERG.

PERSONAL DETAILS

PASSPORT

PASSPORT NO: R7001204
ISSUE DATE: 08-12-2017
EXP DATE: 07-12-2027

LANGUAGES

- English : Fluent
- Urdu : Native
- Hindi : Native
- Kannada : Native