



SHAMS UR REHMAN

SUPERVISOR + CASHIER

Professional Work Experience

Supervisor + Cashier

May 2023 till up to date

Al Ahalia Money Exchange Bureau, Sharjah

As a supervisor, I excel in problem-solving and calmly managing time pressures. I am approachable, fostering a relationship of respect and trust with both staff members and other members of office administration. I consistently collaborate with the team, and report accurate data to my manager.

In my role, effective communication of organizational communication of organizational needs is paramount. I oversee staff performance, providing guidance and support for individual development needs. These responsibilities contribute significantly to my success in the position.

Roles & Responsibilities

- Verify the accuracy of transactions and reconcile any discrepancies.
- Monitor and authorize currency exchange transactions.
- Ensure the facility's operations comply with anti-money laundering (AML) and know your customer (KYC) regulations.
- Provide ongoing training to staff on new procedures, regulations, and best practices.
- Implement and enforce security measures to prevent fraud and illegal activities.
- Define performance and deadline objectives, aligning with company plans.
- Supervise employee performance, offering constructive coaching to enhance efficiency.
- Efficiently handle and resolve customer complaints, ensuring satisfactory resolution.
- Address complaints promptly while maintain strict adherence to legal and company policies.

PROFILE

Experienced Teller & Customer Service Executive with a strong motivation, pursuing a challenging role in providing exceptional customer service. Dedicated to upholding accuracy, confidentiality, and optimizing operational efficiency. Proficient in data entry, well-versed in banking ethics, and skilled in MS Office, Computer operator. Committed to delivering outstanding service and elevating the overall customer experience.

ADDRESS:

JAMAL ABDUL NASIR RD, AL WAHDA ST, SHARJAH

CONTACT

050-8488146

EMAIL:

shamssaddwi1992@gmail.com

PERSONAL PROFILE

Full Name: Shams Ur Rehman
Nationality: Pakistani
Date of Birth: 01 JAN 1992

VISA STATUS

Visa Status: EMPLOYMENT VISA
Issue Place: DUBAI
Issue date: 10/07/2023
Expiry date: 09/07/2025

PASSPORT DETAILS

Passport No: AQ0005563
Issue Date: 04 MAY 2023
Expire Date: 02 MAY 2033

DIPLOMA HOLDER (Computer)

DIT (1 YEAR COMPUTER DIPLOMA)

Peshawar board of technology
([ATTESTED FROM MOFA, UAE](#))

QULIFICATION

HSSC OF ARTS *SESSION 2017 - 2018*

BISE KOHAT BOARD
([ATTESTED FROM MOFA, UAE](#))

Matriculation SSC *SESSION 2015-2016*

BISE KOHAT BOARD

Key Skills

- MS Office Automation
- Data Entry (Fast Typing)
- Computer Software Installation
- Computer Hardware
- Internet Browsing
- Complex Problem Solver
- Strong Decision Maker

LANGUAGE KNOWN

Language	Status
• English	Fluent
• Urdu/Hindi	Fluent
• Arabic	GOOD
• Pashto	Native

HOBBIES

Study History Books
Playing Cricket as a Batsman

English Typing Speed:

70+ Words Per Minute (WPM)

• Gross Speed	70+ WPM
• Net Speed	65 WPM
• Accuracy	95%

TRAINING

- Anti – Money Laundering at AMEB Training Center Abu Dhabi.
- Customer Service & Product Management at AMEB Training Center Abu Dhabi

Cashier – Foreign Exchange Teller

August 2020 - May 2023

Al Ahalia Money Exchange Bureau, Dubai

Roles & Responsibilities

- Managed cash/cheque transactions at the counter.
- Maintained balance sheets, ensured adherence to exchange rates.
- Handled foreign currency exchange and ensured error-free transactions.
- Promote and maintain positive relations with all contacts, customers and potential customers.
- Involved in ordering, receiving, verifying, and distributing cash.
- Dealing foreign currency exchange.
- All activities are completed within timescales and with a high degree of accuracy.

Senior Marketing Executive

May 2019 - August 2020

Al Ahalia Money Exchange Bureau, Dubai

Roles & Responsibilities

- Recorded sales inquiries, coordinated distribution of leaflets.
- customer data for follow up.
- Collaborated with the business development team for cross-selling opportunities.
- Attended trade shows and events, committed to customer service excellence.

Data Entry Operator (Pakistan)

May 2017 - April 2019

Fastest Composing Center, Peshawar, Pakistan

Roles & Responsibilities

- Reviewed and checked applications and supporting documents.
- Scanned documents into the database, audited online applications.
- Maintained activity logs, prepared reports, and communicated with applicants.

DECLARATION

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Shams Ur Rehman