



MARIA QURESHI

Banking/Customer Services Professional

Experienced Senior Customer Service Teller with 9 years of experience in the Finance domain, very well versed in KYC analysis, corporate onboarding, sales, multi-tasking and exceeding expected goals, looking to obtain an employment as a Customer Service Specialist with a company that values hard work and professionalism in a dynamic environment.

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📍 SHARJAH, UAE

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WORK EXPERIENCE

Enhanced Due Diligence / KYC VERIFIER AL FARDAN EXCHANGE LLC

05/2022 - Present

Sharjah, UAE

- Played a pivotal role in the verification of newly registered customer their affiliates data at the day end branch checklist report.
- Applied guidelines consistently to the branch team of 7 staff including juniors also about compliance with all state and federal regulations as well as a company standard.
- Approved their complete KYC.
- To be conducted more extensive due diligence for individual and corporate entities by collecting their complete KYC/RVF/SOF documents and to be maintained in office record file at the branch level for future audit purpose.
- Raised and reported to compliance department an STR/ STA against the suspicious activity to avoid Anti-money laundering and combating financing.

Senior Customer Service Officer AL FARDAN EXCHANGE LLC

09/2018 - 04/2022

Sharjah, UAE

- Carried out retention calls with unsatisfied customers, convincing 20% of them to keep using the AFEX online digital apps like Alfa pay, AANI & WUPOS.
- Recognized for outstanding customer service, receiving a 95% positive rating in customer feedback surveys.
- Took lead to generate the 100% growth retention of our HNI customers in our client onboarding process and to update various product knowledge.
- Maintained customer satisfaction rate of 95% for the entire duration of employment.
- Handling email inquiries promptly and efficiently
- Training & Supervised the newly hired staff for maximum productivity and organization.
- Ensured a welcoming atmosphere for customers through greeting, quality service, effective communication.

Teller /Cashier AL FARDAN EXCHANGE LLC

09/2015 - 08/2018

Sharjah UAE

- Responsible for the daily balancing of the systems and the cash drawer.
- Processed 50+ transactions per day of including remittances and TG large cash deposits.
- Provided assistance 20 % VAS business with money transfer services, bill payments, and demand drafts and foreign currency exchange.
- Identified each customer with the appropriate valid ID/PP depending on the amount of money sent or received in order to prevent money laundering, and scams.

COURSES

Revised AML training by CBUAE AFEX internal STR/STA/VAS/SOPs.

Yearly revised counterfeit & fake currency modules.

Branch due diligence module.

Advance corporate customer onboarding process

AANI instant national payment system.

Effective Soft Communication Skills. Advance corporate customer onboarding process.

SKILLS

- client acquisition & retention
- Team work
- Anti Money Laundering
- Data entry
- Front office operations
- Leadership
- Stress management
- Advanced product knowledge
- Lead generation
- Conflict management
- Individual/ corporate client onboarding
- Productivity & Organization
- Cash handling
- Ability to multitasking
- Identification of Fake bank notes
- Training and Supervision

PERSONAL PROJECTS

Botanical Names Of College Premises
(09/2003 - 03/2004)

- Published research report after preparing by the collection of of different plant species with there botanical name and donated to my college .

VOLUNTEER EXPERIENCE

Volunteer Teacher:
Ummul Qura School Bwp

EDUCATION

Master of Arts (English Literature, Stylistics)

Islamia University Bahawalpur

2009

PAKISTAN

- 2 months linguistics course
- Win 3rd prize in English debate competition

LANGUAGES

ENGLISH
Full Professional Proficiency

URDU
Native or Bilingual Proficiency

ARABIC
Professional Working Proficiency