



MOHD AZWAR ASLAM

REMITTANCE OFFICER

OBJECTIVE

Highly focused and analytical remittance officer with over 5+ years of experience providing excellent customer service by handling multiple requests, answering concerns, and managing cash. I am excited to contribute strong attention to detail and customer service skills.

CONTACT

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EDUCATION

Master Of Business Administration
Azad Institute of Engineering & technology, Lucknow- 2016

SKILLS

- MS office
- BASIC language HTML
- Tally ERP 9.0
- Google workspace administration
- ERP support
- Technical support
- Creating reports

WORK EXPERIENCE

Wallstreet Exchange Centre LLC

CUSTOMER SERVICE SPECIALIST- May 2023 to present

- Serve customer by completing account transactions.
- Assisting customers with various questions and concerns.
- Handling customer complaints and ensured customers satisfaction.
- Excellent knowledge of FOREX transactions.
- Generates sales leads.
- Keep records of customer interactions, process customer accounts and file documents.
- Assisting branch manager in day-to-day activities.

Al Razouki International Exchange Co LLC

REMITTANCE OFFICER- May 2018-April 2023

- Greeting customers and entertaining their general queries.
- Due diligence on new customers, review, and verification of received documents.
- Performing remittance and cash payout transactions.
- Process 20+ customer transactions per hour with extreme attention to detail.
- Company registration and salary processing.
- Reconciles cash drawer and ATMs with accuracy.
- Outdoor marketing for WPS and remittance.
- Cross-sell appropriate products and services to customers.
- Assisted supervisor with audits and daily vault balance.
- Contributes to team effort by accomplishing related results as needed.
- Strictly following AML policies set by CBUAE.

HIGHLIGHTS

- Administration and management.
- Accounting and book keeping.
- Selling to customer needs.
- Analytical thinking and ability.
- Effective communication skills.
- Legal and moral integrity.
- Management experience.
- Genal math skills.
- Strategic thinking.
- Complex problem solving.
- Expert knowledge of the company and the relevant market.