



# SAIRA ANUM

## Money Exchange Teller

### Profile

Money Exchange Teller with a Bachelor's Degree in Applied Mathematics & a solid background working for 4 years in well known financial services firms. Well-organized & able to multitask while maintaining a high level of professionalism & attention to detail & cash handling. Expert level proficiency in all MS Office applications. Proven money exchange, cash management and customer service skills, with equal ability in lead and support roles. Competencies include record keeping, document management, handle customer complaints and ensure accurate transactions.

### Work Experience

Jan 2023- Dec 2023

#### Al-Sahara Exchange Branch Lahore, Punjab, Pakistan

##### Money Exchange Teller (Full-time)

- Executed customer transactions regarding cash, money orders, money transfer and money exchange.
- Proficiently handled money exchange of 30 different currencies.
- Maintained balancing record with 99.9 % rate of accuracy.
- Proficiently used computers and other office equipments.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisor.

Mar 2020-Dec 2022

#### Kashf Microfinance Bank Gujrat Branch, Pakistan

##### Cashier (Morning Shift)

- Processed cash deposits and withdrawals.
- Accepted cheques and cash for deposits and also checked for accuracy of the deposits slip.
- Helped people out with their problems regarding customer's accounts.
- Performed regulator account maintenance.
- Opened and closed accounts as required for members.
- Performed general administration tasks.
- Helped customers with loan and mortgage applications.
- Introduced new members to the banking platform and software.
- Operated both the Pakistan and overseas currency tills.
- Used banking software to update account information.

### Extra Courses

- Attended 20 - days course "Leadership & Personality Development".
- Attended 60 - days course "MS Windows 95-97 & MS Office-97" from Digital Computer Center.
- Attended 90 - days course "Professional Computer Typing" from Digital Computer Center.

### Contact

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Sharjah, United Arab Emirates

### Education

#### University Of Gujrat, Pakistan

- Bachelor's in mathematics\_2022
- Scored Highest CGPA (3.86/4) in the "Department of Mathematics"
- Attested Degree from UAE Embassy

#### Punjab Group Of Colleges, Pakistan

- FSc. ( Pre-engineering )\_2018
- Scored A+ Grade (911/1100)
- Certified Degree

### Skill

- Excellent Data Analysis
- Strong Mathematics & Logistics
- Extensive knowledge of MS-Office
- Critical Thinking, Problem Solving
- Strong Communication Skills
- Great Cash Handling
- Strong Administration
- English Proficiency
- Thorough attention to detail

### Awards

Dec 2023 | Al-Sahara Exchange, Lahore  
**Best Employee of the Year**

Oct 2022 | University Of Gujrat  
**Departmental & University Topper**

- Soon be a Gold Medalist