

Syed Muhammad Asad Tariq

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| Customer Services | Branch Compliance Officer |

Dedicated and detail-oriented professional with a strong background in branch compliance and customer service. Proven track record of ensuring regulatory adherence and delivering exceptional customer experiences. Possesses a keen understanding of financial regulations and a commitment to maintaining the highest standards of compliance. Adept at collaborating with cross-functional teams to implement and enforce compliance policies. Exceptional communication and problem-solving skills to address customer inquiries and resolve issues efficiently. Seeking an opportunity to leverage expertise in compliance and customer service to contribute to the success of a dynamic financial institution.

The key strengths that I possess for success in this position include, but are not limited to, the following:

- Regulatory Expertise
- Customer-Centric Approach
- Dynamic and self-motivated team player.
- Eager to learn new things.
- Analytical and Problem Solving skills

Additionally, you will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your employees will rely.

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Attachment: Resume

Objective

I look forward to associate with an organization that gives me a chance to enhance my skills in compliance field. My ambition is to deliver excellent outputs on a consistent basis in order to be a valued asset for the organization in the long run.

Professional

Company: Al Fardan Exchange LLC

Job Title: Branch Compliance Officer/Service Officer

Dec 2019 – Till Present

Branch Compliance/Due Diligence:

- Reviewed customer information for accuracy and completeness in accordance with AML and KYC regulations.
- Reviewed documents/SOF/BL/invoices submitted by customers for authenticity and validity.
- Implemented procedures for onboarding new clients in adherence to regulatory requirements.
- Documented all aspects of customer due diligence process according to established protocols.
- Generated daily checklists for branch transactions and retail/corporate onboarding activities to ensure all are in-line with compliance policies.
- Monitored customer profiles for suspicious activity, escalating any issues as required.
- Coordinated with internal auditors during internal inspections.
- Trained junior staff members on KYC requirements and compliance related procedures.

Customer Services:

- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Strategic-relationship and partnership-building skills listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.
- Manage upset customers, conflicts and challenging situations and Deliver outstanding service.
- Cross selling various products daily and building relationship with customer to increase maximum profitability.
- Opened customer accounts and provided smooth onboarding services.
- Received superior customer service satisfaction scores from DSES.

Company: Lulu International Exchange LLC

Job Title: Customer Service Representative

May 2018 – Dec 2019

Customer Services/Remittances:

- Cash collection and payment.
- Sale and Purchase of foreign currencies and conversion in Dirham or any other currency at prevailing exchange rate.
- Accept cash for remittances.
- Accepting credit card payment and prepaid top-up for du, Etisalat and mobile providers of other countries.
- Ensure genuineness of currency notes being exchanged.
- Fake notes are to be reported immediately to the manager.
- Balancing the cash at the end of the day and preparing the necessary reports. In case of cash shortage/excess, same should be reported immediately to the manager.
- Prepare and reconcile daily transaction report with physical voucher for all transaction of that day.
- Handled marketing and cross selling of finance products (Xpress Products, WPS payroll, Money exchange, TT etc.)
- Handles customer inquiry and assistance about company's product and services.

Company: Apparel Channels**Job Title: Junior Accountant Clerk****April 2016 – March 2018**

- Worked with journals, sales & purchase ledgers.
- Management of petty cash transactions.
- Reconciliation of direct debits and finance accounts.
- Ensuring all payments amounts & records are accurate.
- Prepare and submit weekly/monthly report.

Key Skills**Interpersonal skills**

- Pleasant personality ▪ Confident ▪ Interactive ▪ Good Listener ▪ Good communicator ▪ Customer Focused
- Integrity ▪ Leadership

Technical Skills

Presentations ▪ Management reporting ▪ Customer Need Assessments ▪ Analysis ▪ Time management
Microsoft Office Applications (Word, Excel, PowerPoint, Outlook)

Education History

Allama Iqbal Open University	Bachelors	2023
Govt.College for Men Nazimabad Karachi	Intermediate	2013
Ladybird Grammar School Karachi	Matriculation	2011

Personal Details

- Date of Birth 06th Nov 1995
- Languages English, Urdu
- Marital status Single
- Nationality Pakistani

