

# Muhammad Abdul Wahab

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Having rich experience as cashier | teller | Customer service executive in a reputed foreign exchange branch in the UAE. Possessing strong leadership and dynamism necessary to provide quality service of the highest order and the efficiency to drive products' competitive advantage. Possess comprehensive knowledge of the money exchange industry, its products and services, and its procedures with the ability to aim high, think smart and act fast. Competent team player with ability to establish and maintain positive relationships with various stakeholders. Creative thinker, constantly focusing on bottom-line results while contributing enthusiastically to accounts. Demonstrating multi-tasking skills while prioritizing work assignments. Seeking opportunity to achieve mutual growth and manage varied and challenging assignments in competitive and dynamic work environment. I have substantial experience at operating company's software and managing customer concerns to provide them with a first-rate experience.

## PROFESSIONAL WORK EXPERIENCE:

**Organization:** Al Ghurair Exchange (Dubai, UAE)

**Tenure:** 28<sup>th</sup> March 2022 - to 04<sup>th</sup> April 2024

**Designation:** Cashier | Teller | Customer Service | Data Entry

### Responsibilities:

- Process transactions such as foreign currency exchange, money transfers, of all kinds and collection of payments, inward remittance and other utility payments.
- Perform cash transactions with high level of speed and accuracy with avoidance of cash shortage or overages, double postings.
- Investigates currency notes to determine genuine from counterfeit.
- Transfer balanced cash collections to the in charge and generates necessary closing reports.
- Achieving and exceeding on customer service objective for customer satisfaction and thereby repeat sales and transactions by providing product knowledge and guiding them through demonstration.
- Contributes for achieving or exceeding allocated sales targets by offering excellent customer service and cross selling of different products and services offered
- WPS (Wages Protection System) handling and processing Sif file and uploading in the system.
- Registering new WPS companies and preparing Salary cards, C3 RAK Bank and uploading in C3 System
- Entertains and handling the customer with different demographic without any biases on nationally, color, race and income, meet their required services and maintaining sound relationship with customer.
- Handling Pension related Queries and processing the pension files as per the GPSSA policies. Practices the Know Your Customer (KYC) and customer Due Diligence (CDD), adheres to the AML policies, regulatory requirements of the company and compliance of the central bank.

**Organization:** Saeed Book Bank (Islamabad, Pakistan).

**Tenure:** 1<sup>st</sup> Sep 2017- 26<sup>th</sup> Oct 2020



**Designation:** Sales Cashier

**Responsibilities:**

Handling and recording entries for transactions, deposits and withdrawals. Managing customer concerns to provide them with a first-rate shopping experience. Training, supervising and appraising staff, Maintaining statistical and financial record, and stock control. Balancing the cash register and generating reports for credit and debit sales. Maximizing profitability and setting/meeting sales targets, including motivating staff to do so, preparing promotional materials and displays. Assist customers where possible, Process coupons, Handle discount cards, maintain a clean and tidy checkout area.

#### ACADEMIC EDUCATION:

Education	EXAMINING BODY	GRADE	YEAR
<input type="checkbox"/> Bachelor of Arts	Punjab University Pakistan	B	2019
<input type="checkbox"/> Intermediate	B.I.S.E Lahore	A	2013
<input type="checkbox"/> Matriculation	B.I.S.E Lahore	A	2009

#### COMMUNICATION AND INTERPERSONAL SKILLS:

- Individual who possess high integrity, honesty, and sincerity.
- Good knowledge of mathematics.
- The ability to communicate information and ideas well to others, i.e., customers, and colleagues.
- Quick to learn automated tools and business application systems
- Good typing speed.
- MS Office (Word, Excel, Power point).

#### INTERESTS AND HOBBIES:

- Travelling
- Book Reading

#### PERSONAL INFORMATION:

- Father's Name: Syed M Shamim Hassan
- DOB: 23<sup>rd</sup> March. 1994
- Nationality: Pakistan
- Passport # KF1074411