



NAEEM SAJJAD

FRONT LINE ASSOCIATE

An accomplished professional with over 1 year of Experience as a Front Line Associate & Accountant cum Administrator. Offers strong attention to detail, excellent communication skills, and important ability to remain calm in stressful situations. Adept at multitasking in fast-paced environments and maintaining a friendly demeanor, ensuring customer satisfaction. Eager to contribute my skills to enhance the operational efficiency of your team.

Presently looking for a career move that is both challenging and rewarding with scope for growth and career development in a multinational environment, where I can use my present experience and academic knowledge to grow within the organization, and to improve my future credentials.

Contact



Abu Dhabi, UAE



Naeemsajjad1213@gmail.com



+971557044842

COMPETENCIES

- Attention To Detail
- Customer Service
- Critical Thinking
- Time Management
- Problem Solving
- Adaptability
- Leadership
- Communication

Computer Proficiency

- QUICK BOOK
- MS Office (Excel, Word)
- ERP

Technical Skills

- Anti-Money Laundering
- Data Analytics Database
- Risk Monitoring & Reporting
- Branch Administration
- Operations Management
- Business Development
- Terminos-24 Banking System
- Mitigation
- Documentation
- Risk Management
- Microsoft Office Tools
- Due Diligence
- Cash Flow Forecasting
- MIS Financial Reporting
- UAE VAT returns and reporting

Career Summary

Front Line Associate | 2023 -Present

Lulu International Exchange, UAE

Branch opening and closing procedure, Self Audit and Checkout Documents, Completing all transaction documents correctly and maintain Petty cash.

Handling all remittances, Providing fast, efficient and error-free remittance service to different countries by conducting required due diligence on persons, accounts, or activities in accordance with AML regulations, including high-risk countries and entities.

100% Compliance to Risk Management procedure regarding "Money Laundering".

Ensure regulatory requirements, such as the Anti-money Laundering and Bank security Act were adhered to.

Handle Remittances to various Countries by adhering AML regulations Managing key compliance systems such as Customer Screening, Transaction Screening and AML Monitoring.

Managing the case investigation process arising from the key Compliance systems and making the necessary escalations.

Monitoring and checking all tellers transactions to ensure risk free functionally and zero errors in transactions and no loss or misuse of financial instruments.

Error free authorization of cheque's in ICCS.

Full compliance with rules & regulations stipulated in the operation manual. Implement action plan arising out of the audit findings. Responsible to close the audit observations related to cash & operations within target dates.

Personal Info

- Nationality : Pakistani
- Marital Status : Single
- Passport No : HR5571381
- Visa Status : Residence Visa

Language Known

English	★★★★
Arabic	★★★☆☆
Urdu	★★★★

Interests & Hobbies



Travel



Organizing & Arranging



Reading



Sports

WEBEX ENTERPRISES

| 2020 - 2022

Customer Service at WEBEX Enterprises, Lahore

Demonstrated exceptional interpersonal skills in addressing customer inquiries and resolving issues promptly and courteously. Utilized active listening techniques to understand customer needs and provide personalized solutions, resulting in a high satisfaction rate. Proven track record of maintaining a positive attitude and professionalism, even in challenging situations, to ensure a positive customer experience. Successfully collaborated with cross-functional teams to streamline processes and enhance overall customer satisfaction levels. Recognized for effectively diffusing escalated situations and turning dissatisfied customers into loyal advocates through empathetic communication and problem-solving skills.

ZEEQUE EXCHANGE PAKISTAN | 2017 - 2020

Cashier in ZEEQUE Exchange, Pakistan

Handled cash transactions accurately and efficiently, ensuring minimal discrepancies and errors. Provided exceptional customer service by greeting customers, answering inquiries, and resolving issues in a professional manner." Maintained a clean and organized checkout area, including restocking merchandise and sanitizing surfaces to uphold store standards." Operated point-of-sale (POS) systems proficiently to process transactions, apply discounts, and manage returns or exchanges. Effectively communicated with customers to promote loyalty programs, special offers, and upcoming promotions, contributing to increased customer engagement and satisfaction.

Academic Qualification

BS (SOCIAL WORK)

UNIVERSITY OF SARGODHA PAKISTAN (2022)

BACHELOR IN ARTS

UNIVERSITY OF SARGODHA PAKISTAN (2021)

FACULTY OF ARTS

BORD OF INTERMEDIATE AND SECONDARY EDUCATION
FAISALABAD (2018)

MATRICULATION

BORD OF INTERMEDIATE AND SECONDARY EDUCATION
FAISALABAD (2017)

References

Reference will be provided as per the request.