



## **ROUNAK ALI**

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### **ABOUT ME**

Seeking challenges assignment that utilizes my competencies to grow with a dynamic and growth-oriented organization of repute. I venture into serving the organization with sincerity and honesty by making the best use of my skill and capabilities and upholding the dignity of being a true professional.

### **CUSTOMER SERVICE OFFICER (February 2023 Till Date)**

#### **EMIRATES INDIA INTERNATIONAL EXCHANGE LLP**

- Handling speed and error free online remittances for various countries (Western Union, Global Instant Transfer, Bank Transfer Remittance, Local bank Deposit, online transfers etc.)
- Handling WPS registration procedures and assisting clients on processing their salary using WPS system.
- Responsible for preparation of daily cash deposits of the bank
- Execute customer foreign currency sale/purchase transactions.
- Ensure KYC and perform due diligence (CDD) and EDD new and existing customers.
- Adopt the standard AML\KYC policies of the company during the transaction and maintain proper customer filling as per company policy

### **REMITTANCE OFFICER TELLER (January 2015 to Dec 2019)**

#### **SHARAF EXCHANGE**

- Handling speed and error free online remittances for various countries (Western Union, Global Instant Transfer, Bank Transfer Remittance, Local bank Deposit, express money, online transfers etc.)
- Extending superior customer service/ attending to customer queries and complaints, amendments and cancellation as per procedures.
- Cross selling various products to customers providing leads for business growth.
- Responsible for preparation of daily cash deposits of the bank.
- WPS Payroll solution, balance currency, coins, and checks in cash drawer at ends of shifts and generate daily report and currency reports.
- Assistance in the bank account opening
- Adopt the standard AML\KYC policies of the company during the transaction and maintain proper customer filling as per company policy

### **Organization:- AL FALAH EXCHANGE (January 2012 to Dec 2014)**

#### **Designation:- Head Cashier**

- Interact with walk-in customer to satisfy their currency exchange need.
- Approve all transaction forwarded through MIS for outward remittance.
- Execute customer foreign currency sale/purchase transactions.
- Responsible for cash collection according to MIS report from customer and handing over a receipt for each transaction.
- Coordinate with branch supervisor for daily TT/DD and currency sale/purchase rates.
- Responsible for preparation of daily cash deposits of the bank.
- Balance currency, coins, and checks in cash drawer at ends of shifts and generate daily report and currency reports.
- Deposited salary by WPS system and single and bulk payment.

- Adopt the standard AML\KYC policies of the company during transaction and maintain proper customer filling as per company policy.

**Organization:- COSTA COFFEE( Mar 2009 till Feb 2011)**

**Designation: Cashier cum Customer Service Assistant**

- Enters purchases into cash register and computer to calculate the total purchase price.
- Counts money, gives change and issues receipt for funds received.
- Calculates discounts or references; requests customer identification for certain discounts and receipts as required.
- Maintains sufficient amounts of change in the cash drawer.
- Balances cash drawer and receipts; documents discrepancies.
- Keeps register area neat and stocked with necessary supplies.
- Assists in other areas of the store, such as clean-up, shelf-stocking, or keeping merchandise displayed in an orderly manner

**Professional Training:-**

**April 2017 Customer service and Telephone Etiquette**

**January 2017 Advance AML Training**

**May 2016 Anti-Money Laundering Law.**

**EDUCATIONAL QUALIFICATION:-**

Particular	Year	Institute
B.SC HCM	2010	Sikkim Manipal University
Bachelor of Arts	2007	C.C.S University
12 <sup>th</sup>	2002	C.C.S University

**PERSONAL DETAIL:-**

Nationality : Indian  
 UAE License : Yes  
 Linguistic Abilities : English, Hindi, Urdu (Read and Write) Arabic Work related,  
 Strengths : Performing well under pressure, Ability to Lead, Excellent communication skills, Self-Motivated, Negotiating skills, Coordination, Client relations

I hereby declare that the information given by me is true to the best of my knowledge and I would put my best foot forward in order to produce good result for the organization.