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📍 Sharjah, United Arab Emirates

SUMMARY

Overall 11+ years' of experience in Financial Services industry – Cash Handling, Remittance, Foreign Exchange, and Customer Relationship Management. Sound understanding of international and local regulatory laws, AML/CTF Policies. Comprehensive understanding of Banking and Financial industry. Good knowledge of Finance and Banking policies. A team oriented player in delivering results and meeting business needs in fast paced and dynamic environment.

SKILLS

Ms Word	Advanced
Ms Excel	Intermediate
Ms PowerPoint	Advanced
English Typing 30 WPM	Intermediate
Customer Service	Expert
Customer Relationship Management	Expert
Sales Expertise	Expert

LANGUAGES

English	Fluent
Arabic	Fluent
Hindi	Fluent
Malayalam	Native
Bengoli	Fluent
Urdu	Fluent

EDUCATION

Calicut University, India
2010
M.com

Calicut University, India
2008
B.com

Febil Abdulrahman

Cashier cum Customer
Relation Officer



EXPERIENCE

Cashier cum Customer Relation Officer

Al Fardan Exchange

02/2017 - Present

- Assess local market conditions and identify current and prospective sales opportunities.
- Develop forecasts, financial objectives and business plans.
- Meet goals and sales target.
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.
- Process InterBranch transfers within the UAE both send and receive.
- Process National Bond transactions for new and existing NBC clients.
- Process EWPS payouts transactions, credit card and utility bill payments.
- Process Western Union transactions.
- Monitor and take appropriate actions on returned transactions.
- Substitute or relieve branch supervisors and assistant supervisors on leave across the UAE and perform all supervisory functions in the process (e.g. End of the Day proving and balancing of all transactions including EOD cash count of all tellers in the branch)
- Doing marketing activities and cross selling allied products like Travelez Plus card, Travelez Premium card and National Bond.

Cashier cum Customer relation executive

AL AHALIA MONEY EXCHANGE BUREAU UAE

09/2011 - 01/2017

- Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts. Collect revenue in the form of cash/cheque/demand draft.
- Match the revenue collected with that of bill claim, update the subscriber ledger.
- Issue signed money receipt to the customer.
- Generate daily collection register at the end of every working

CERTIFICATES

Anti Money Laundering Act Seminar.

Diploma in Microsoft Application

day and reconcile the same with physical cash/cheque/demand draft.

- Make entry in the collection bank book and get it verified and signed by the revenue officer/designated higher authority.
- Deposit the days collection in the revenue account maintained with the nearest bank by next morning.
- Prepare separate deposited slip for cash and cheque/demand draft.
- Collection centre having no bank facility shall arrange to deposit the money with the nearest exchange on a daily/weekly or any periodic basis depending upon the proximity and volume of collection.
- Maintain a register for bounced cheque and inform the immediate supervisor if the cheque is dishonored.
- Prepare and submit monthly reports like summary of collection and deposit, collection bank book, bank reconciliation statement along with bank statement. Summary of collection made for other exchanges and status of dishonored cheque received from customer.