



## ABOUT ME

D.O.B - 4 AUG 1988  
NATIONALITY - INDIAN  
VISA STATUS - EMPLOYMENT  
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## CORE COMPETENCIES

- Branch Operations
  - Customer Service Management
  - Resolving Customer Queries
  - Cross Border Payment
  - Anti-Money Laundering
  - FOREX Analysis
  - Payment Solutions
  - Transaction Processing
  - Data Analysis
  - Cash Management
  - Statutory Compliance
  - Client Due Diligence
- D.O.C

## KEY SKILLS

- Quantitative and Qualitative Analysis
- Relationship Management
- Superior Time Management
- Problem Management
- Increases Productivity
- Customer Focused

## EDUCATION

# INDERJIT SINGH



## OBJECTIVE

To obtain a challenging role that provides me opportunities to exploit my knowledge and extensive development skills to the extreme level of my ability and to continually upgrade myself to the highest levels of expertise enabling the organization to achieve its objectives and growth.

## EXPERIENCE

### **AI ROSTAMANI INTERNATIONAL EXCHANGE (Apr 2022 - PRESENT)**

#### **DUBAI, UAE (Branch Compliance Officer - MLRO)**

- Implementing and enforcing anti-money laundering (AML) policies and procedures.
- Conducting due diligence checks on customers and transactions to ensure compliance with regulations.
- Monitoring transactions for suspicious activity and reporting any findings to the compliance department.
- Training staff on AML regulations and procedures.
- Keeping up-to-date with changes in regulations and ensuring company's practices remain compliant.
- Collaborating with compliance department as needed.
- Investigating any suspicious transactions or customer activities at the branch level.
- Maintaining thorough documentation of AML processes and action taken.

### **AI ROSTAMANI INTERNATIONAL EXCHANGE (March 2021-Apr 2022)**

#### **DUBAI, UAE (Teller)**

- Telex transfers for different countries' corridors.
- Cash Management and maintaining optimum level of local currency at branch for daily activities.
- Dealing with customer complaints.
- Engaged in foreign currency transaction on a daily basis.
- Ensuring Customer satisfaction vis-a-vis smooth transactions.
- Making and processing of all online Transfers i.e. Money Gram, RiaMoney and Xpress Money.
- Processing salary of companies through WPS
- Processing of Payroll on behalf for the Clients(WPS)
- Working as cashier & CRA
- Receiving and allocating both cheque and cash transactions

**GRADUATION (2011-2016)**  
BACHELOR IN ARTS  
(SOCIOLOGY AND HISTORY)  
PUNJAB UNIVERSITY  
CHANDIGARH, PUNJAB, INDIA

**HIGHER  
SECONDARY (2004-  
2006)**  
PUNJAB SCHOOL EDUCATION  
BOARD

**SECONDARY (2002-2004)**  
PUNJAB SCHOOL EDUCATION  
BOARD

## IT PROFICIENCY

### Package:

- MS Office (MS Excel, MS Word, M PowerPoint), Outlook, etc.

### Operating Systems:

- Windows 7 & Windows 10

## PERSONAL DOSSIER

**Languages** : English, Punjabi,  
Hindi

**Marital Status** : Single

**Nationality** : Indian

**Native** : Ludhiana, Punjab  
– 141003, India

## UAE EXCHANGE CENTRE LLC (AUG 2018 – FEB 2021)

**ABU DHABI, UAE (As a Sales Consultant)**

- Ensuring Foreign Currency dealing smooth by checking the rates regularly in the market and made the customer to make the deal. Handling Accounts related activities of branch.
- Booking of the currencies with trade and desk department to avoid overdraft interest and earn good foreign currency margin.
- Cross-selling of the products and services including new launches and explain to customers the product features, advantages or benefits.
- Predicting the rates in the market and help the customers to do the financial investments.
- Posting vouchers regularly and ensuring the smooth control of branch finance activities. Detecting mistakes and posting the proper reversals.
- Preparing Monthly Accounting Reports including Reconciliations.
- Remittance including bank transactions, swift transactions and western union. Purchase and sale of foreign currencies. Solving customer complaints regarding transactions.
- Offering national bonds, FGBs and Go Cash to boost customer investments and savings. Opening NRE accounts. Solving the issues relating to NRE accounts by mediating with corresponding banks.
- Handling Local & Foreign currencies. Clarify customer queries regarding allied products and insist them to use those products.
- Worked as a Call Center Representative at the time of temporary closure of the company.

## LULU INTERNATIONAL EXCHANGE (JAN 2017 – JUL 2018)

**DUBAI, UAE (As a Front Line Associate)**

- Telex transfers for different countries' corridors.
- Cash Management and maintaining optimum level of local currency at branch for daily activities.
- Handling customer complaints and resolving them in accordance with proper customer guidance.
- Engaged in foreign currency transaction on a daily basis.
- Ensuring Customer satisfaction vis-a-vis smooth transactions.
- Follow protocols as per the guidelines undertaken by the Central Bank, UAE.
- Supervising the branch in absence of the Branch In charge.
- Making and processing of all online Transfers i.e. Western Union, Xpress Money, Instant Cash and TRANSFAST.

## **SHARJAH CEMENT FACTORY (JUN 2011 – OCT 2016)**

**Sharjah, UAE (As a X-ray & Analyzer)**

- Conducting sample checks for maintaining the Quality as per market standards.
- Maintaining adequate stock for sale for meeting the market demand.
- Sending the monthly and daily reports on sample checks.
- To take care of promotional activities at various events.
- To analyze the quality of the daily production.

## **BHARTI WALMART (NOV 2010 – MAY 2011)**

**Ludhiana Punjab INDIA (As a Floor Associate)**

- Ensure the availability of goods in at the right time, place and price.
- Served as a Cashier and responsible for the after sales queries of the customers.
- Occasionally worked as a Team Leader in absence of the senior staffs.
- Visiting stores and meeting suppliers to discuss the efficacy of promotions
- Monitoring sale store wise category contribution to store sales margin on daily weekly and monthly basis.
- Introduction of seasonal food products and planning related events.
- Product categorization and stock planning according the shelf area given

## **FUTURE VALUE RETAIL LIMITED (AUG 2009 – NOV 2010)**

**Ludhiana Punjab, INDIA (As a Team member)**

- Achieving the departmental targets, weekly, monthly, quarterly, annually.
- Responsible for operations and growth of food segment in the store.
- To make the system checks for smooth running of the department
- Maintaining inventory of the entire stock on the floor as well as in the warehouse.
- Coordinating with the respective category peoples of best input to drive the sales.
- Member of LPC team (loss prevention team).
- Coordinating the in store promotional activities for new releases and special products.

## **REFERENCES**

I hereby certify that the above information is true and correct to the best of my knowledge.

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INDERJIT SINGH

