



# Bahawal HaQ

Al Murar Al Bahara Building Dubai  
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## Objective

To leverage my 2+ years of experience as a Teller and Supervisor at Al Razouki International Exchange, where I honed my expertise in foreign exchange operations, customer service, and front-line management, to secure a challenging Exchange Teller role in a reputable financial institution. - Foreign exchange trading and operations - Customer relationship building and management - Team leadership and supervision - Cash handling and reconciliation - Compliance with regulatory requirements I aim to utilize my skills and experience to deliver exceptional customer experiences, ensure seamless exchange transactions, and contribute to the growth and success of the organization."

## Experience

- **Al Razouki International Exchange** 21/10/2022 -  
Teller/Cashier/Customer service  
Experience  
Al Razouki International Exchange - Murar Branch (Current)  
Conducted Anti-Money Laundering (AML) and Know Your Customer (KYC) procedures to ensure compliance with regulatory requirements
  - Identified and reported suspicious transactions to management
  - Maintained a high level of confidentiality and discretion when handling customer information
  - Worked effectively in a fast-paced environment, meeting deadlines and handling multiple tasks simultaneously
  - Collaborated with colleagues to achieve team goals and objectives.  
  - Collaborate with the team to drive business growth, increase transaction numbers, and develop the Murar Branch
  - Implement effective strategies to boost revenue, expand customer base, and enhance branch performance
  - Lead and motivate team members to achieve sales targets, improve customer satisfaction, and maintain high operational standards
  - Analyze market trends, identify opportunities, and implement initiatives to stay ahead in the industry
  - Ensure compliance with regulatory requirements, AML/KYC procedures, and company policies
  - Foster strong relationships with customers, partners, and stakeholders to promote the branch and company  
\_Key Achievements:\_
  - Successfully increased transaction numbers and revenue growth
  - Developed and implemented effective business development strategies
  - Improved customer satisfaction and loyalty
  - Built and maintained strong relationships with key stakeholders
  - Maintained high levels of compliance and operational efficiency
  - Served as the primary point of contact for customers, providing exceptional service and ensuring a positive experience
  - Handled cash transactions, including buying and selling currencies, with accuracy and efficiency  
\_Key Skills:\_
  - Customer service and relations
  - Cash handling and transaction processing
  - AML and KYC procedures
  - Compliance and risk management
  - Time management and organization
  - Teamwork and collaboration  
Knowledge & Skills  
Knowledge of basic computer applications and operations  
Good interpersonal skills  
Good communication skills

Customer service oriented  
Good quantitative skills  
Customer Satisfaction / Service Standards

- **Ultimate outsourcing company LTD**

September 2021 - August 2022

Business development executive  
\_Business Development Executive Experience\_

Ultimate Outsourcing LTD

\_Key Responsibilities:\_

- Identified and pursued new business opportunities to drive revenue growth
- Built and maintained strong relationships with clients and partners
- Conducted market research, analyzed competitors, and identified market trends
- Developed and executed sales strategies to achieve business objectives
- Collaborated with internal teams to deliver exceptional customer service

\_Achievements:\_

- Successfully generated new leads and converted them into clients
- Exceeded sales targets and contributed to company revenue growth
- Developed and implemented effective sales strategies and tactics
- Built a strong network of industry contacts and partners
- Provided exceptional customer service and ensured client satisfaction

\_Skills Utilized:\_

- Business development and sales
- Market research and analysis
- Relationship building and management
- Sales strategy and planning
- Communication and presentation
- Team collaboration and leadership

- **Al Sadiq cotton factory**

March 2019 - April 2021

Accountant/Manager  
\_Account Manager Experience\_

Al Sadiq Cotton Factory Unit 3 (More than 1 year)

\_Key Responsibilities:\_

- Managed and maintained salary accounts for factory employees
- Coordinated sales and purchasing of cotton and other raw materials
- Oversaw daily operations of the factory, ensuring efficient production and quality control
- Developed and implemented effective account management strategies to drive business growth
- Built and maintained strong relationships with suppliers, customers, and internal stakeholders

\_Achievements:\_

- Successfully managed and maintained accurate salary accounts for factory employees
- Negotiated and secured favorable deals for cotton and raw material purchases
- Improved factory operational efficiency, resulting in increased productivity and quality
- Developed and executed effective sales strategies to drive revenue growth
- Built strong relationships with suppliers, customers, and internal stakeholders

\_Skills Utilized:\_

- Account management and maintenance
- Sales and purchasing negotiation
- Operational management and quality control
- Relationship building and management
- Strategic planning and execution

## Education

- **The islamia university of bahawalpur** 2018\_2022  
Bs Economics  
4/3.38
- **Crowe Academy professional & management training** July 2023  
AML Refresher and compliance training

## Reference

- **Bahawal haq - Al Razouki International Exchange**  
Cashier  
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