



SAQLAIN HAIDER

CONTACT


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SKILLS

- Banking ethics
- 10-key data entry
- Night and safe deposit procedures
- International funds transfers
- Accounting systems and software
- Marketing
- Problem-solving
- Communication skills
- Customer assistance

LANGUAGES

Urdu: First Language

English: C2

Proficient

Punjabi: C2

Proficient

Hindi: C2

Proficient

Arabic: A2

Elementary

CERTIFICATIONS

- UNICORE
- Peach tree
- Tally ERP
- Symbol
- QUICKBOOK

SUMMARY

7 years' experience in Banking & Exchange Companies. Results-oriented Cashier motivated to exceed expectations and deliver exceptional service to meet all customer needs. Resourceful professional with history of increasing business revenue and decreasing shrinkage while exceeding sales and productivity objectives.

EXPERIENCE

Assistant Branch Supervisor, 09/2023 - Current
WALL STREET EXCHANGE - DUBAI, UAE, UNITED ARAB EMIRATES

- Ensure that the branch operates in line with opening and closing hours and in line with regulator guidance.
- Dealing with corporate transaction.
- Handling customers complain.
- Dealing with cash in transit.
- Dealing with multiple currencies.
- Monitored operations to keep processes aligned with targets and matching forecasts.
- Evaluated departmental performance and developed improvements to key operations.
- Work alongside the branch manager to prepare and present performance, productivity, and other monthly reports to the head office.
- Identify and report any suspicious customer activities to the relevant departments.
- Assisted auditors in identifying information necessary to complete audit activities

Senior Cashier & Customer Service Executive, 01/2022 - 07/2023
GCC EXCHANGE - DUBAI, UAE, UNITED ARAB EMIRATES
Current Core DUTIES & RESPONSIBILITIES

- Process successful transactions for Money Exchange, Remittance Western Union, Instant Cash, Instant Draft & Value-Added Products
- Be fully conversant and identify customer needs and cross-sell against the various products.
- Ensure all duties are carried out in accordance with the stipulated business and Anti- Money Laundering policies and procedures.
- Treat customer information with appropriate levels of confidentiality
- Drive revenue through delivering service excellence, cross-selling, and identifying growth leads.
- Prepare cash bundles for deployment to Wholesale and other Stores via Trans guard, ensuring the cash held in-store is within the assigned limits.
- Undertake end of day processing, including the sorting of applications to enable the end of day reconciliation.
- Maintain receipts for financial transactions including customer signatures, identifying, and reporting any compliance breaches.
- Accept and physically keep a tally of cash amounts.
- Undertake KYC as detailed by the UAE Central Bank and Company

- WORD
- EXCEL

PERSONAL INFORMATION

- Date of birth: 07/14/1991
- Nationality: Pakistani
- Marital status: Married

EDUCATION

Pre-engineering: Mathematics,
06/2010
FEDERAL BOARD - ISLAMABAD,
PAKISTAN

Bachelor of Commerce: Accounting
and Finance, 01/2013
PUNJAB UNIVERSITY - LAHORE,
PAKISTAN

- Raise STR reports for suspicious transactions, escalating to the Team
- Prepare end of day reports, ensuring currency reconcile against daily stock reports.
- Identified and eliminated errors when balancing cash point transactions, teller cash dispensers and teller cash recyclers
- Extend superior customer service by attending to customer queries, complaints, amendments, and cancellations as per procedures.
- Be aware within the team and wider organization of the employee responsibility in working in a risk-free and compliant manner

Teller & Customer Service Executive, 01/2016 - 12/2021 **UNITED BANK LIMITED** - JHELUM, PAKISTAN

- Balancing all money transactions and paperwork
- Safeguarding the cash draw
- Following bank procedures when performing transactions
- Processing customer deposits, withdrawals, and payments
- Opening new customer accounts
- Prepare cashiers cheques, and personal money orders, issue travelers cheques exchange foreign currencies.
- Process foreign transactions and make payments (cash over counter (Coc), cash express, western union, express money.
- Transferring cash from one bank account to another
- Experience in handling a daily volume of over 200 transactions.
- Perform daily opening and closing procedures within the banking procedure.
- Process transactions throughout the day using remote capture.
- Maintained cash availability and accounting of Automated Teller Machine (ATM) daily.
- Cashed customer cheques, including verifying identification and checking account balances in accordance with bank policy.
- Assisted auditors in identifying information necessary to complete audit activities.
- Entered transactions into computer and issued customer receipts.