



Farheen Farooq



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Dubai, UAE

PERSONAL INFORMATION

Nationality : India
Gender : Female
Passport No : R7001204
Visa Status : Cancellation

EDUCATION HISTORY

Bachelor of Arts Agnes College,
Mangalore University – India 2008

**IATA / UFTAA FOUNDATION
COURSE - MONTREAL CANADA,**
Globe College of Travel & Tourism
2009

STRENGTH

Self-confident
Dedicated and Committed
Positive attitude in all circumstances
Quick learner
Team work

LANGUAGE

Language : English, Hindi, Kannada

CAREER OBJECTIVE

Personable and dedicated customer service Representative with significant experience in the exchange sector. Strong team player with a positive attitude and demonstrated ability to build relationships with clients. Determined to uphold customer happiness and support company progress. Expressive, passionate, and focused on achieving results with a proven interest in developing connections, fostering collaborations, and expanding businesses. Employee with strong motivation eager to tackle fresh challenges. Exceptional interpersonal skills, adaptability, and strong work ethic. Experience

Mesrkanloo International Exchange

TELLER / CSR Feb – Aug 2024

- Handel FC transactions
- Maintain customer registration records
- Give exact change to customer
- Engaged in conversation with customers to understand needs, resolve issues and answer product questions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service
- Kept records of customer interactions or transactions, thoroughly recording details of inquiries.
- Enhanced productivity and customer service levels by anticipating needs and delivering outstanding support.
- Promoted available products and services to customers during service, account management and order calls.
- Increased customer satisfaction ratings by effectively answering questions, suggesting effective solutions and resolving issues quickly.
- Software used Softex

Reems Exchange

TELLER SEP 2019 - DEC 2023

- Greet customers, answering their questions, providing advice or recommendations.
- Accepting payments, ensuring all prices & quantities are accurate & proving a receipt to every customer.
- To make different multicurrency transactions & make the customer's payment against currency purchases & sales.
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to Relevant AML procedures and KYC initiatives.
- Maintaining a clean workspace.
- Initiate risk based approach to all transactions as per the company policy.
- Worked as FC Whole sale cashier & retail
- Software used symex

Desert Exchange, Dubai, U.A.E.

Teller May 2019 - Aug 2019

- Provides support and information to customers, over the counter and by phone
- Accepting payments, ensuring all prices and quantities are accurate & proving a receipt to every customer.
- To make all Inward Remittance & Outward Payments.
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence
- To Relevant AML procedures and KYC initiatives
- Maintaining a clean workspace.
- Software used Live Ex.

SKILLS

Customer Service

Call Documentation

Transaction Processing

Administrative and Office

Support

Document and Records Management

Complaint Resolution

Work Prioritization

Verbal and Written Communication

Calm and Professional under Pressure

High-Energy Attitude

Product & Service Knowledge

Computer Skills

Premier international exchange, dubai, u.a.e.

Teller May 2018 - April 2019

- Greeted all customers with a friendly and courteous manner and timely answered any questions from customers
- To handle all customers queries as Font Desk Officer.
- Count Money at the beginning of shifts to ensure that amounts are correct.
- To make all Inward Remittance & Outward Payments.
- Handle Indian Remittances, Complaints, Coordinates With the Banks For Details & Possible Solutions.
- Maintaining Key Register of Branch.
- Maintaining Monthly, Weekly and Daily Report of Transactions
- Software used Lab

Training

- ADVANCE AML/CFT Training held on 2nd Oct 2021 Conducted by CROWE MARK CONSULTING
- AML/CFT, FRAUD PREVENTION, COUNTERFEIT DICTION & CYBER SECURITY AWARENESS Held on 12th Dec 2021 Conducted by CROWE MAK CONSULTING
- KNOWING YOUR CUSTOMER PROBING QUESTIONS FOR SALES PERSONNEL Held on 13th Sep 2023 Conducted by CROWE ACADEMY PROFESSIONAL ARRANGED BY FERG
- TARGETED FINANCIAL SECTIONS & COUNTERING PROLIFERATION FINANCING Held on 21st Sep 2023 Conducted by CROWE ACADEMY PROFESSIONAL ARRANGED BY FERG.
- ATTEMPTED CENTRAL BANK AUDIT QUESTION AS FRONT LINE ASSOCIATE.
- AMLCFT & Due Diligence with special reference to THE ANTI MONEY LAUNDERING REGULATIONS OF CENTRAL BANK of the UAE held on 24th June 2018, 13th OCT 2019, 18th Feb 2020, Conducted by FERG.

TRADE WINGS LIMITED MANGALORE INDIA

COUNTER STAFF MAY 2009 to DEC 2009

- Junior Executive handling Domestic and International Counter passengers booking flights

AIR INDIA LTD MANGALORE INDIA

Airline Reservation Agent 7 Month Internships 2018

- Provide customer service to
- Answer customer queries regarding flight availability and details with a friendly and courteous manner
- Assist customers with selecting flights, airlines and destinations
- Process ticket orders and payment
- Make changes to existing reservations
- Handle customer complaints and feedback
- Assist customers with check-in procedures