

# Waqas Ahmad

Address: Al Qusais Dubai

[Waqasahmadd11@gmail.com](mailto:Waqasahmadd11@gmail.com)

Phone no: +971-588614254

## OBJECTIVE

Customer Service Professional with 5+ Years UAE Experience with a leading financial firm. A passionate learner with value added knowledge in diversified domains.



## ACADEMIC BACKGROUND:

- **FSC** (Pre Engineering) (2014) **Bachelor** (Computer Science) (2018)

## CAREER SYNOPSIS

### Branch Supervisor In Joyalukkas Exchange (JULY2021-Still Working)

- Preparing the documentation for the Wages Protection System (WPS) as guided by the Central Bank of UAE and assisting the companies in processing the salaries.
- Mastered in cash dealing/teller activities and highly skilled in Foreign Currency and Remittance Operations.
- Monitors foreign currency deals, remittances, swift transactions, branch operations, handles corporate customers and monitoring the achievement of targets.
- Verifying customer records, account purpose and analysis of transaction activity and irregularity in transaction pattern.
- Ensuring the implementation of Anti-money laundering policies (AML) and procedures and reporting abnormalities to the Compliance Officer.
- Reviewing documents of customers, identifying and resolving deficiencies, ensuring that the client information is correctly recorded in the system.
- Coordination for execution and implementation of the regulations issued by the (CBUAE) Central Bank of UAE.
- Conducting sessions and training discussions within the branch.
- Resolving customer queries and deliverance of high level customer service along with accuracy thereby maintaining TAT.
- Cross sell products and services including new launches and explain to customers the product features, advantages or benefits
- Deliverance of customer friendly service thereby ensuring 0% complaints across the counters.
- Ensure cashiering is done 100% accuracy without any cash shortages or excess.

## **Payroll Admin Assistant In Damac Properties (Mar 2020-Jun2021)**

- Process and manage all aspects of payroll, including calculating hours, calculating deductions
- Resolve payroll discrepancies and answer employee questions about payroll and benefits.
- Collaborate with HR and accounting teams to ensure accurate and timely processing of payroll and benefits.
- Keeping up to date all products, services, & promotional offer.
- Assists to protect property, colleagues and guests by observing and reporting any suspicious.
- Writing reports of daily activities and irregularities, such as equipment or property damage, theft, Call police or fire department in cases of emergency.
- Warn persons of rule infractions or violations, and apprehend or evict violators from premises.
- Ensuring all relevant paperwork has been completed in order for a smooth handover at the end of your shift.

### **TECHNICAL SKILLS:**

- MS OFFICE • GOOGLE ANALYTICS • ADOBE PHOTOSHOP • ADOBE ILLUSTRATOR

### **PERSONAL DETAILS:**

**Date of birth:** 04-04-1994 **Gender:** MALE **Nationality:** Pakistan

### **KEY SKILLS:**

- Customer Service (Front Line as well as Back Office)
- Cashiering (AED & Foreign Currency)
- AML Compliance
- Email Writing & Telephone Techniques
- Sales and Marketing
- Training and Development
- Social Media Marketing
- Typing Skill (Speed :35wpm)

### **CORE COMPETENCIES**

- Excellent communication skills and team focused person
- Good organizational and presentation skills
- Flexible and easy to adapt to a new environment.
- Handles pressure with poise
- Good motivator and self-starter.
- Good problem solving as well as numerical ability.