

S M Atiqur Rahman

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Career Summary:

- Working as Senior Teller Front Desk & Customer Service at UNIVERSAL EXCHANGE CENTER, DUBAI, UAE & have 4+ years' experience in the field of Administrative Control, Front Desk Management, Complaint Management, Customer Relationship Management & Strategic Planning & Development area.
- A Growth Centric business leader, with a variable record of successful business development through rich capability in Administrative Control & experienced in managing complex business by developing relationships, convincing & executing strategic business development plan to achieve the final target.
- A result-oriented Admin & Customer Service professional, driven by the desire to excel business by utilizing new concepts, along with expertise in business planning, positioning & channel development
- Demonstrated Confirmed expertise in surpassing goals, attaining corporate objectives, and exceeding stakeholders' expectations in highly competitive industries & expert in reporting, documentation, product & service demonstration & penetration, Data Management & Operation Management issues.

Objective: To work as a Cashier/Teller, Branch Supervisor, Admin & Customer Service expert & grow rapidly with increasing responsibilities.

Key Proficiencies:

- Documentation skills
- Remittance Inward/Outward, FCY
- Record-keeping requirements
- Developing slide presentations
- Staff motivation
- Attendance records preparation
- Invoicing and billing
- Microsoft Office
- Report writing
- Record-keeping and bookkeeping
- Executive presentation development
- Data entry
- Cash drawer management
- WPS
- ATM DEPOSIT
- Currency sorting
- Just In Time stock control
- Customer greeting
- Issue resolution
- Proper refund verification
- Spirit law compliance
- High volume transactions
- Identification checks
- SAP SOFTEX, WESTERN UNION, UREMIT
- Front desk operations

Date of Birth: December 31, 1988

Job Experience:

UNIVERSAL EXCHANGE CENTER, DUBAI, UAE
Senior Teller Front Desk & Customer Service
till now

Jul'20 to

- Maintained friendly and professional customer interactions SGOT Rule (Smile – Greet – Offer – Thank).
- Executed wire transfers, stop payments and account transfers.

- Defining and implementing front desk objectives and procedures.
- Tending to guests' complaints and questions and providing exceptional customer service.
- Ensuring that the front desk and reception area is kept clean and organized.
- Maintaining front desk office supplies and equipment, managing budgets, records, and contracts.
- Conducting performance reviews with the front desk staff.
- Generating reports and feedback for presentation to the general manager.
- Performing administrative duties such as filing and updating records, among others, as needed.
- Providing SAP SOFTEX, WESTERN UNION, UREMIT related service.
- Calculated fees due, interest and change for customer transactions.
- Amendments and refund transactions efficiently.
- Performed accurate cash counts at store opening and closing.
- Minimized long register queues by completing transactions quickly and accurately.
- Checked notes with money checking pens & examined coins to spot and refuse counterfeit currency.
- Maintained reception area stock of important forms and brochures.
- Mailing to Correspondent Banks.
- AML (Anti-Money Laundering) rules, policies, and procedures at all times.
- Read, understand, and comply with all announcements from the Head Office or Admin Office.

Part Time Working Exp:

UNIFORM EXPRESS, DIBBA, AL FUJAIRAH, UAE

POS Cashier

Jul'16 to Aug'16

- Performed accurate cash count at store opening and closing.
- Operated cash registers with proficiency during high-volume shopping times, reducing customer queues
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.

Academic Qualification:

- MBA in Human Resource Management from
AJMAN UNIVERSITY, AJMAN, UAE with CGPA 3.21 out of 4 in 2018.
- BBA in Accounting (Major), Human Resource Management from
Independent University Bangladesh with CGPA 3 out of 4 in 2011.

Internship Project: Description: Nostro and Vostro banking in FIRST SECURITY ISLAMIC BANK (Bangladesh)

Training:

- Completed AML training program by company compliance department.
- Anti-Money Laundering/Combating the Financing of Terrorism (AML/CFT) AS PER UNITED ARAB EMIRATES AND OFAC STANDARD BY CROWE
- Customer Service, Counterfeit and fraud detection training by HAYFORD & CROWE

Computer Skill: Sound in Microsoft office

Language: Fluent in Bangla, Hindi, Urdu, Arabic (BASIC) & English

References

1. Nizam Uddin, Universal Exchange Centre, Branch in charge Ajman Al Jurf Br.
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2. Praveen K S, Universal Exchange Centre, Branch in charge Al Quoz br.
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Signature:

Date: