



Highly experienced Bank Teller with 20 years of expertise in handling financial transactions, customer service, and cash management. Demonstrated ability to manage high-volume transactions with accuracy and efficiency, maintaining a professional and friendly demeanor. Proven track record of fostering customer loyalty and satisfaction by delivering exceptional banking services. Excellent knowledge of banking policies, regulations, and financial procedures.

Work History

2005-03-

Until now

Present

Professional Experience

Bank Teller

*Abu Dhabi Commercial Bank UAE
March 2005– Until now Present*

- Efficiently handled high-volume transactions, including deposits, withdrawals, and transfers, maintaining an error-free record.
- Trained and mentored junior tellers on operational standards and customer service best practices.
- Ensured compliance with financial regulations and anti-money laundering protocols.
- Managed vault cash, hand over take over with other tellers.
- Balancing and ATM maintenance daily, reconciling discrepancies and identifying irregularities.
- Played a key role in upselling banking products such as credit cards, loans, and savings accounts to meet sales targets.
- Delivered exceptional customer service by addressing and resolving customer inquiries and complaints professionally and promptly.
- Dealing bank security items like credit card, debit card, cheque book, and return cheques.

Atif Maroof

Bank Teller

Contact

Address

Al Ain United Arab Emirates

Phone

+971 507859712

E-mail

atifmaroof492@gmail.com

Visa Status

Residence

Core Competencies

Cash Handling & Balancing



Excellent

Customer Service Excellence

<div></div> <div>Excellent</div> <div>Fraud Prevention & Risk Management</div>	<div>2000-09 2005-02</div> <div> <div>Money Exchange Cashier</div> <div>Wall street Money Exchange UAE</div> <div>September 2000 – February 2005</div> </div> <div> <div>Key Responsibilities:</div> <ul style="list-style-type: none"> Processed foreign currency exchanges with high accuracy, handling up to [amount] in transactions daily. Provided excellent customer service, advising clients on exchange rates, fees, and options for transferring funds internationally. Conducted compliance checks, ensuring adherence to anti-money laundering (AML) and know your customer (KYC) regulations. Used currency exchange software (e.g., <i>insert software</i>) to manage and track currency inventories and transactions. Assisted in managing and balancing the cash till at the end of each shift, ensuring zero discrepancies. Monitored exchange rates and market fluctuations to provide clients with real-time data. </div>
<div></div> <div>Excellent</div> <div>Compliance with Banking Regulations</div>	
<div></div> <div>Excellent</div> <div>Bank Reconciliation</div>	
<div></div> <div>Excellent</div> <div>High-Level Transaction Accuracy</div>	
<div></div> <div>Excellent</div> <div>Cross-Selling Banking Products</div>	<div>Key Achievements:</div> <ul style="list-style-type: none"> Consistently maintained an accuracy rate in transactions. Recognized for outstanding customer service by achieving a customer satisfaction rate. Improved transaction efficiency through the implementation of specific tool/process.
<div></div> <div>Excellent</div> <div>Currency Exchange Handling</div>	
<div></div> <div>Excellent</div> <div>ATM Balancing & Maintenance</div>	
<div></div> <div>Excellent</div> <div>Bank Software Proficiency</div>	<div>Certifications & Training</div> <ul style="list-style-type: none"> Certificate in Anti-Money Laundering Compliance, 2023 Customer Service Excellence Training, 2017 Cash Handling Best Practices Workshop, 2019
<div></div> <div>Excellent</div> <div>Highly responsible and reliable</div>	



Excellent
Effective Time Management



Excellent

Languages

English



Excellent

Urdu



Excellent

Arabic



Basic

Education

1996-05 - 2000-06	Bachelor of Commerce <i>University of Karachi- Pakistan</i> Completed Bachelor of Commerce. Overall grade was second Division.
1996-08 1998-07	Diploma in Computer Science soft wear <i>New Institute of Data Processing Karachi- Pakistan</i> Completed Diploma in Computer Science. Overall grade was second Division

Technical Skills

- Proficient in MS Office Suite (Word, Excel)
- Familiar with Core Banking Systems
- Expertise in currency counters and ATMs
- Fast learner of new banking software and tools

Reference

- Available upon request.

