



SHAMS UR REHMAN

CUSTOMER SERVICE + TELLER/CASHIER



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Jamal Abdul Nasir Rd, Al Majaz 2, Al Wahda St, Sharjah, UAE

PROFESSIONAL SUMMARY

Customer-focused professional with **over five years of experience in the UAE**. Adept at building and maintaining strong customer relationships, handling transactions, and ensuring compliance with regulatory standards (AML/KYC). Proven ability to lead teams, resolve customer issues efficiently, and improve daily operations. Known for attention to detail, quick problem-solving, and delivering exceptional service in fast-paced environments. Committed to enhancing both customer satisfaction and team performance while maintaining operational excellence.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE RELATIONSHIP EXECUTIVE

Al Ahalia Money Exchange Bureau – Sharjah

May 2023 – Present

Key Accountabilities & Responsibilities:

- Build strong customer relationships by listening, resolving concerns, ensuring satisfaction.
- Process transactions with accuracy, including currency exchange and remittances effectively.
- Ensure compliance with AML and KYC regulations, minimizing any risks.
- Promptly respond to inquiries, offering clear information for excellent service.
- Collaborate with teams to improve operations, enhancing efficiency and service.

REMITTANCE CASHIER + FOREIGN CURRENCY EXCHANGE

Al Ahalia Money Exchange Bureau – Dubai

August 2020 – May 2023

Key Accountabilities & Responsibilities:

- Handled cash and foreign currency exchange transactions with precision.
- Ensured accurate balance sheets and maintained correct exchange rates.
- Provided excellent customer service, promoting positive customer relations.
- Processed cash deposits and withdrawals while following company protocols.
- Assisted in fraud prevention and compliance with financial regulations.

SATELLITE MARKETING EXECUTIVE

Al Ahalia Money Exchange Bureau – Dubai

May 2019 – August 2020

Key Accountabilities & Responsibilities:

- Conducted customer visits to gather feedback and promote services.
- Collected and analyzed customer data to improve follow-up efficiency.
- Coordinated marketing activities and leaflet distribution with nearby shops.
- Worked with the business development team to identify cross-selling opportunities.
- Represented the company at trade shows and customer service events.

DATA ENTRY OPERATOR

Fastest Composing Center – Peshawar, Pakistan

May 2017 – April 2019

Key Accountabilities & Responsibilities:

- Processed and reviewed applications and supporting documents for accuracy.
- Scanned and maintained electronic records in the company database.
- Audited online applications, ensuring timely data entry and error correction.
- Prepared activity logs and reports for management.
- Communicated with applicants regarding the status of their documentation.

EDUCATION

Higher Secondary School Certificate (HSSC)

Board of Intermediate and Secondary Education Kohat

Session: 2017 – 2018

Attested by MOFA, UAE

Secondary School Certificate (Matriculation)

Board of Intermediate and Secondary Education Kohat

Session: 2015 – 2016

Attested by MOFA, UAE

Diploma in Information Technology (DIT)

Peshawar Board of Technology

Attested by MOFA, UAE

STRENGTHS AND SKILLS

- Skilled in leading teams, enhancing productivity, and achieving company goals.
- Expertise in customer service, ensuring satisfaction and efficient complaint resolution.
- Accurate cash handling, managing transactions, and maintaining balance sheet accuracy.
- Comprehensive knowledge of AML and KYC regulations for compliance assurance.
- Strong problem-solving abilities, identifying issues and providing effective solutions.
- Experienced in staff training, mentoring, and improving overall team performance.
- Fast and accurate typing skills, achieving 70+ words per minute.
- Proficient in data entry, record maintenance, and preparing detailed reports.
- Adept in using MS Office and installing necessary computer software.
- Knowledgeable in computer hardware troubleshooting and basic technical support tasks.

HOBBIES

- Reading history books
- Playing cricket as a batsman

TRAINING

- Anti-Money Laundering (AML) at AMEB Training Center, Abu Dhabi
- Customer Service & Product Management at AMEB Training Center, Abu Dhabi

LANGUAGES KNOWN

- **English:** Fluent
- **Urdu/Hindi:** Fluent
- **Arabic:** Good
- **Pashto:** Native

VISA & PASSPORT DETAILS

- **Visa Type:** Employment Visa
- **Issue Place:** Dubai
- **Visa Issue Date:** 10 July 2023
- **Visa Expiry Date:** 09 July 2025
- **Passport No.:** AQ0005563
- **Passport Issue Date:** 04 May 2023
- **Passport Expiry Date:** 02 May 2033

PERSONAL INFORMATION

- **Full Name:** Shams Ur Rehman
- **Nationality:** Pakistani
- **Date of Birth:** 01 January 1992

DECLARATION

I hereby declare that the information provided in this document is true and accurate to the best of my knowledge and belief. I pledge to uphold the highest level of integrity and professionalism in all my actions. I fully understand that any misrepresentation of facts may lead to consequences as per company or legal regulations.

SHAMS UR REHMAN