



YASIR MUNEERUDHEEN

FINANCIAL SERVICE REPRESENTATIVE

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PROFESSIONAL SUMMARY

Detail-oriented Financial Service Representative with strong expertise in transaction processing, client relationship management, and regulatory compliance. Skilled in AML monitoring, payroll compliance, and WPS processing, with extensive experience in building and managing client relationships and developing strategies to maximize business opportunities. Proficient in CRM, market analysis, and customer service, focused on enhancing client satisfaction and meeting revenue targets.

WORK EXPERIENCE

AL ANSARI EXCHANGE

FINANCIAL SERVICE REPRESENTATIVE

2023 – 2024

- Developed and maintained strong client relationships by addressing inquiries, promoting financial products, and ensuring compliance with WPS and AML standards.
- Facilitated a high volume of transactions and financial documentation, focusing on accuracy, confidentiality, and regulatory compliance.
- Prepared presentations and sales proposals to promote remittance services, successfully converting inquiries into new business opportunities.
- Conducted monthly reporting and prepared activity status reports, supporting performance tracking and meeting set sales targets.
- Generated monthly aging analysis reports, supporting internal audits with accurate financial documentation and reporting.
- Managed sensitive customer information, adhering to privacy policies and maintaining data confidentiality.
- Managed a high volume of utility bill payments, consistently meeting daily targets while adhering to company standards for payment processing and verification.
- Administered accurate and timely payroll processing for the employees, ensuring compliance with UAE labor law and company policies.

AL ANSARI EXCHANGE

WPS PAYROLL ASSISTANT

2022-2023

- Processed payroll for WPS clients, maintaining strict compliance with UAE labor laws and Central Bank regulations.
- Worked with CRM to track client activities, identify new business prospects, and manage follow-ups for high customer retention.
- Liaised with banks and financial institutions, ensuring smooth payroll distribution and addressing client concerns regarding salary disbursement.
- Contributed to monthly reconciliation, compliance reports, and sales activity reports for management review.
- Generated monthly payroll and visa expense reports for finance, maintaining records of employee visa costs and related documentation.
- Liaised with banks and other financial institutions to facilitate smooth salary transfers and resolve any payment issues.
- Monitored WPS compliance reports, ensuring all wage files met Central Bank of UAE standards for regulatory reporting and documentation.
- Assisted in conducting internal audits on payroll processes to ensure adherence to company policies, AML regulations, and labor laws.

CUSTOMER SERVICE REPRESENTATIVE

- Acquired new clients and managed existing accounts, ensuring high levels of customer satisfaction and repeat business.
- Collaborated with sales teams to identify business opportunities, developed client-specific solutions, and addressed inquiries on promotions, rates, and product developments.
- Maintained competitive knowledge, consistently analyzing competitor offerings to refine strategies and enhance service offerings.
- Delivered high-quality customer service, handling a high volume of transactions with precision and attention to detail.
- Proactively resolved customer inquiries, billing issues, and discrepancies, fostering positive client relationships.
- Balanced cash drawers, maintained financial accuracy, and followed strict compliance measures for financial transactions.
- Collaborated with team members to manage inventory, ensure product availability, and maintain a well-organized store environment.
- Provided support during peak business hours, ensuring seamless customer service and high productivity
- Balanced cash drawers at the end of each shift, maintaining accurate financial records and ensuring compliance with company policies.
- Collaborated with team members to handle high-demand periods, ensuring seamless operations and customer satisfaction

SKILLS

Client Relationship Management & Business Development

Alert Analysis & Escalation

Financial Record Management & Compliance

Strong analytical skills

Attention to detail

Accurate monitoring

Adaptability to dynamic AML processes

Sales Strategy & Market Analysis

WPS Compliance & Payroll Processing

Customer Service Excellence & Query Resolution

Transaction Monitoring & Regulatory Compliance

Sales Presentations & Proposal Preparation

Report Generation & CRM Proficiency

Market Intelligence & Competitor Analysis

EDUCATION

Masters of Business Administration-MBA: Human Resources Management (2021 -2023)

Bharathiar University-India

Bachelor's of Business Administration-BBA: Marketing Management (2013-2017)

Calicut University–India Kerala

CERTIFICATES

Advanced Anti- Money Laundering Training Sept 24-22 & April21-24

Orientation To Anti- Money Laundering Training May2024

LANGUAGES

English, Hindi, Malayalam, Tamil, Arabic (Read and Write Only)

DRIVINGLICENSE

Automatic Gear –Light vehicle 867302