

# Abdur Rashid

Remittance Clerk | Cashier

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## Personal Information

Name	Abdur Rashid
Nationality	Pakistani
Marital Status	Married
Date Of Birth	03 March 1994
Language	Urdu, English
Passport No	JE 9842931
Visit Visa Expiry	25 Dec 2024

## Objective

Detail-oriented and customer-focused professional seeking a cashier or remittance clerk position, offering strong organizational skills, accuracy in handling transactions, and a commitment to delivering exceptional service while ensuring compliance with financial policies.

## SUMMARY

Results-driven banking professional with over 6 years of experience in branch operations and customer service. Skilled in streamlining operations, ensuring compliance, and enhancing customer relationships. Proven expertise in risk management, process improvement, and team leadership. Possesses strong analytical and financial skills, with proficiency in banking software, CRM tools, and the Microsoft Office Suite.

## PROFESSIONAL EXPERIENCE

### BRANCH SERVICE OFFICER

UBL - UNITED BANK LIMITED | PAKISTAN

30 DECEMBER 2017 – 25 OCTOBER 2024

- Streamlined daily operations, ensuring compliance with banking policies and efficient service, delivered exceptional customer experiences, handling complex inquiries and complaints the SGOT approach (Smile – Greet – Offer – Thank), Supervised and developed a team of customer service representatives, fostering a customer-focused culture, Adhered to AML policies, maintained transaction documentation, and ensured compliance with regulatory standards, Ensured AML (Anti-Money Laundering) compliance, maintaining accurate transaction records and minimizing risk.
- Identified and implemented improvements to enhance efficiency and reduce operational risks, promoted products and services, cross-selling and building customer relationships to drive growth, coordinated with internal departments, communicated training needs, supported staff development, worked with internal teams to meet branch objectives communicated regularly with the Head Office, Cultivated customer loyalty and identified new business opportunities, Ensured office cleanliness, managed technical requests, provided up-to-date information to relevant departments, maintained workplace organization, managed technical support requests, and upheld a professional environment.
- Identified team training needs and participated in programs to stay updated, Organized transaction documents per AML guidelines, ensuring proper record-keeping.

## EDUCATION

### BACHELOR OF BUSINESS ADMINISTRATION

JANUARY 2017

ABDUL WALI KHAN UNIVERSITY – HONS FINANCE | MARDAN

## CORE SKILLS

- Process Optimization, Product Promotion, Conflict Resolution, Cross-Functional Collaboration.
- Sales Growth, Data Accuracy, Analytical Skills, Financial Analysis, Business Analysis
- Account Management, Advertising, Organization Skills, Operations, Payments, Time Management, Finance, Accounts Payable (AP)

## TECHNICAL SKILLS

- Banking Software (e.g., Finacle, T24), Customer Relationship Management (CRM) Tools.
- Microsoft Office Suite (Excel, Word, PowerPoint), Data Analysis, AML Compliance Systems, Adobe Photoshop, AutoCAD
- Data Entry & Reporting Tools, Digital Payment Platforms, Cash Handling Systems, Technical Support and Troubleshooting.