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## Arooj Mahboob

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Dubai,UAE  
0506500645 | aroojmahboob@gmail.com

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### Objective

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Reliable and customer-focused professional with expertise in currency exchange transactions and administrative support. Adept at cash reconciliation, maintaining compliance with financial regulations, and delivering exceptional service. Equipped with strong organizational and multitasking abilities to ensure transaction accuracy, efficient record-keeping, and seamless administrative management. Seeking to contribute effectively to a dynamic financial or corporate environment.

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### Experience

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- Ravi Exchange** July 2023 - Feb 2024  
Currency Exchange Specialist  
Handled Currency Transactions: Managed the daily exchange of local and international currencies, ensuring accuracy in conversions and compliance with exchange rate policies.  
  
Customer Service Excellence: Assisted customers with inquiries on exchange rates, transaction processes, and related services, providing a positive and efficient customer experience.  
  
Cash Handling and Balancing: Accurately handled large sums of cash and performed end-of-day balancing to maintain precise records and minimize discrepancies.  
  
Transaction Documentation: Maintained detailed records of each transaction to support transparency, reporting, and audits.  
  
Cross-Selling Services: Promoted additional services such as traveler's checks, remittances, or prepaid cards to increase customer engagement and revenue.
- QZ-logix** January 2020 - March 2023  
Administrative Assistant  
Managed data entry tasks and ensured data integrity within the CRM system, supporting the telemarketing team with accurate customer records.  
  
Provided administrative support by handling schedules, managing correspondence, and coordinating inventory with vendors for timely procurement.  
  
Assisted in tracking and analyzing sales trends to identify opportunities for telemarketing campaign improvement.

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### Education

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- Bachelor of Science

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### Skills

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- Currency Handling and Exchange
- Cash Reconciliation and Balancing
- Customer Service Excellence
- Transaction Accuracy and Compliance
- Secure Cash Handling
- Record-Keeping and Documentation
- Problem-Solving and Discrepancy
- Financial Reporting Support
- Cross-Selling Financial Services
- Strong communication skill
- Fluent in English

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### Languages

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- Urdu (Hindi)
- English
- Punjabi

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Personal Details

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- Marital Status : Married (Spouse Visa)