

# CURRICULUM-VITAE

## DILDAR MOHSIN

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Abu Dhabi UAE

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## CAREER OBJECTIVE:

### ❖ Professional Summary

Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions. Highly organized and efficient Head cashier with Four years of experience in the Exchange industry. Proven ability to provide excellent customer service while accurately processing financial transactions.

### ❖ Skills

#### ❖ Cash handling expertise

#### ❖ Multilingual in English Urdu Punjabi languages

#### ❖ Rapid 10-key data entry

#### ❖ Savvy relationship-builder

#### ❖ Goal-oriented

#### ❖ Self-sufficient

#### ❖ Payment processing

#### ❖ Loss Prevention

#### ❖ Strong banking concept

#### ❖ Cheerful

#### ❖ People-oriented

#### ❖ Excellent time management skills

#### ❖ Positive

#### ❖ Cash register operation

#### ❖ Cash drawer Management

#### ❖ Strong Cash Management

## WORK EXPERIENCE

### JOB PROFILE:

## AL DHAHERY MONEY EXCHANGE

### Working As A Head Cashier From Oct 2023 to Present

- ❖ Managed the cashier team and supervised the daily operations of the cashier area.
- ❖ Maintained a positive and professional attitude with customers and other team members
- ❖ Ensured all transactions were completed accurately and in a timely manner.
- ❖ Energetic and cordial customer service professional with skills in money management and communication.
- ❖ Providing excellent Customer Service and monitor the front of the store.
- ❖ Responsible for all cash registers to be ready when store opens and cashing out at the end of the day.

- ❖ Perform cash transactions and refunds.

## DIRHAM EXCHANGE&CO

### Worked As A Head Cashier from SEP 2022 till SEP 2023.

- ❖ Executed customer transactions regarding cash, money orders and money exchange.
- ❖ Remittance from Instant cash, Western Union, Transfast & express money.
- ❖ Proficient in exchanging 30 different currencies.
- ❖ Maintained balancing record with 100% rate of accuracy.
- ❖ Proficient in using computers and other office equipment.
- ❖ Exceeded monthly sales goal.
- ❖ Recorded amounts received and prepared reports of transactions.
- ❖ Processed exchange and foreign currency.
- ❖ Maintained friendly and professional customer interactions.
- ❖ Trained new employees regarding money exchange procedures and cash drawer handling.
- ❖ Performed all duties as assigned by supervisor.
- ❖ I have a good knowledge of using different remittance products which includes, Transfast, Instant Cash, Western Union, Cash Express.
- ❖ Responsible for making Cheque payments and reports for the corporate transactions.

## ❖ TARIQ GLASS INDUSTRIES

### ❖ Worked As Sales Representative, From March 2021 to March 2022

- ❖ Selling products or services to customers, and representing the brand
- ❖ provides ongoing support and communication with key customers throughout the geographic region.
- ❖ Reaching out to potential leads through a variety of channels, such as email, phone, text, and social media.
- ❖ serves customers by selling products and meeting customer needs
- ❖ Answer questions about the products
- ❖ Emphasize the features of products to highlight how they solve customer problems
- Identify prospective customers, lead generation and conversion.

# **AL MADINA RAXINE**

## **Worked as a Cashier Feb 2018-Sep 2020**

- ❖ Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases Collect payments whether in cash or credit
- ❖ Manage transactions with customers using cash Keep reports of transactions. Keep reports of transactions.
- ❖ Daily monitor sales transactions
- ❖ Understanding that it is the perception in the employee's mind that really matter.
- ❖ Maintained friendly and professional customer interactions. Resolves customer issues and answers questions.
- ❖ Track transactions on balance sheets and report any discrepancies.
- ❖ Handle merchandise returns and exchanges.
- ❖ Customer satisfaction-oriented.

## **EDUCATION CERTIFICATES**

- ❖ **BACHELOR OF BUSINESS ADMINISTRATION (BBA HONS)**  
**UNIVERSITY OF EDUCATION LAHORE.**
- ❖ **FSC PRE ENGINEERING**  
**High School Passed GARISSION GRAMMER H.S.S MULTAN.**

## **TECHNICAL KNOWLEDGE**

- ❖ **General Software: SYMEX, LIVE X, Word, Excel, Power Point, Internet**

## **ROLES AND RESPONSIBILITIES**

- ❖ **Good communication skills.**
- ❖ **Strong belief in team work and committed workmanship.**
- ❖ **Sincere and hard worker.**
- ❖ **Ability to handle extreme situation**

## **PERSONAL TRAITS**

- ❖ Hard working. • Quick learner • Friendly.
- ❖ Motivated.
- ❖ Written and verbal skills
- ❖ Interpersonal Skills
- ❖ Active Listening Skills
- ❖ Positive Attitude
- ❖ Time Management

## **PERSONAL PROFILE**

❖ Date Of Birth	01/05/1998
❖ SEX	Male
❖ Nationality	Pakistan
❖ Marital status	Single
❖ Visa Status	Employment

## **TRAININGS AND WORKSHOPS**

- ❖ Customer care and cash handling.
- ❖ Basic Anti money Laundering and Countering the Financing of Terrorism.
- ❖ Fraud Prevention and Counterfeit Detection.
- ❖ AML/CFT Typologies in Exchange Houses & Suspicious Transaction Indicators.

## **DECLARATION:**

I hereby declare that the above furnished details are true to the best of my knowledge.

**DILDAR MOHSIN**

