

Iqrar Uddin Nadir Khan

HOSPITALITY AND CUSTOMER CARE SERVICE

Location: Abu Dhabi, UAE Email: iqrardrosh981@gmail.com Contact no: +971 509646125/+971 557631998

PERSONAL INFORMATION

Name: Iqrar Uddin Nadir Khan

Age: 34

Nationality: Pakistani

Documents: All Attested

Marital Status: Married

Total UAE Experience: 08 years



PROFESSIONAL SUMMARY

Experienced Branch Supervisor with over 08 years in financial services, specializing in compliance, team management, and customer care. Skilled in driving operational efficiency, overseeing branch activities, and maintaining strict adherence to AML/KYC guidelines. Proven ability to lead diverse teams, deliver exceptional client service, and prepare detailed reports for senior management. Motivated to contribute to organizational growth while continuously enhancing professional skills.

KEY SKILLS

- | | |
|---------------------------------------|--|
| ✓ Branch Operations Management | ✓ Problem-Solving and Decision-Making |
| ✓ Team Leadership and Coordination | ✓ Conflict Resolution and Complaint Handling |
| ✓ Customer Care and Query Resolution | ✓ Cash Handling and Transaction Management |
| ✓ AML/KYC Compliance | ✓ Microsoft Office Suite (Word, Excel, PowerPoint) |
| ✓ Regulatory Compliance and Reporting | ✓ Multilingual Communication Skills (English, Arabic, Urdu, Hindi) |
| ✓ Strategic Planning and Goal Setting | |

WORK EXPERIENCE

Employer Name: Al Bader Exchange

Duration: June 2016 – Present (2025)

Location: Abu Dhabi, UAE

Designation: Branch Supervisor

Roles and Responsibilities:

- Oversee the overall management of the branch, directing daily operations and driving business development efforts.

- Supervise all branch activities, ensuring the effective management of resources, while establishing strategic objectives and formulating plans to achieve these goals.
- Assist in implementing a comprehensive compliance program across all services, counterparties, jurisdictions, delivery channels, and customer interactions.
- Manage daily branch operations, providing regular reports to the Area Manager on performance and key outcomes.
- Coordinate operational activities with various service providers, including TransFast, Instant Cash, Western Union, and others.
- Develop shift schedules and weekly time-off plans for staff, ensuring effective coordination and fostering a productive work environment.
- Address and resolve customer inquiries, providing clear information on procedures and policies, while ensuring consistent, high-quality service.
- Facilitate the onboarding process for corporate customers, ensuring seamless integration.
- Perform administrative duties and assist FLAs in their daily responsibilities.
- Log, track, and ensure the timely resolution of customer complaints in accordance with company protocols.
- Accurately process and record transaction totals.
- Maintain strict adherence to CB-UAE AML/KYC regulatory guidelines and internal standards.
- Compile and maintain detailed reports and records, ensuring compliance with regulatory requirements.
- Submit relevant daily, weekly, and monthly reports to the Managing Director and Operations Manager for review.
- Ensure full compliance with Al Bader Exchange's Anti-Money Laundering and Combating Terrorist Financing (AML/CFT) policies.
- Act as the primary contact for the branch in coordination with the Head Office and Compliance Department.
- Ensure strict compliance with Al Bader Exchange's internal policies and HR regulations.
- Provide Symex.net training and ongoing support to newly onboarded staff.

Designation: Front Line Assistance (FLA) Teller/ Al Bader Exchange

Roles and Responsibilities:

- Greet customers and provide a welcoming experience.
- Manage remittance transactions for walk-in customers at the branch.
- Assist customers with remittance services by collecting valid documentation and beneficiary account details.
- Address customer inquiries, providing clear information on procedures and policies, while maintaining high-quality customer service and resolving any issues.
- Assist customers and clients with onboarding for the Wages Protection System (WPS) and coordinate the processing of WPS services.
- Sort and organize invoices, vouchers, supporting documents, and identification details.
- Ensure efficient performance and coordination in a rotational work environment.
- Comply with the Central Bank of UAE's regulatory guidelines.
- Accurately compute and record all transactions.
- Provide on-the-job training (OJT) and support to new staff members.

- Adhere to Al Bader Exchange's standard procedures for Anti-Money Laundering and Combating Terrorist Financing (AML/CFT).
- Maintain strict adherence to Al Bader Exchange's internal policies, HR policies, and the code of conduct.

Designation: Branch Compliance Executive

Roles and Responsibilities:

- Serve as the liaison between the Head Office Compliance team/Compliance Officer and branch staff regarding compliance matters, inquiries, emails, and investigations.
- Maintain a thorough understanding of money laundering/terrorist financing (ML/TF), fraud-related red flags, Internal Suspicious Transaction Reports (ISTR), and internal disclosures.
- Monitor and report on daily regulatory compliance activities and violations.
- Stay informed on obligations related to sanction screening, targeted financial sanctions (TFS), and tip-off procedures.
- Respond promptly to compliance with team requests and manage necessary documentation in a timely manner.
- Escalate cases to the Head Office Compliance team/Compliance Officer for further review when necessary.
- Provide guidance to branch staff on identifying suspicious activities, structured transactions, and customer behaviors.
- Oversee and maintain all types of registers and logs at the branch.
- Coordinate procedures in the event of counterfeit currency detection and ensure appropriate reporting.
- Comply with Al Bader Exchange's standard procedures for Anti-Money Laundering and Combating Terrorist Financing (AML/CFT).
- Ensure strict adherence to Al Bader Exchange's internal policies, HR policies, and the code of conduct.

EDUCATION

DIT (2015)

KP BTE Peshawar Pakistan

Bachelor of Arts (2012)

University of Sheringal Pakistan

HSSC Pre-Engineering (2010)

BISE Peshawar Pakistan

SSC (2008)

BISE Peshawar Pakistan

CERTIFICATIONS

- Product knowledge on financial services.
- AMP policies and procedures and KYC requirements.
- Complaint Handling

- Customer Care
- CPD training AML/CFT

EVENTS ATTENDED

- Targeted Financial Sanctions (TFS) - Sanction Evasion, Typologies and Red Flags Conducted by The Executive Office for control & Non-proliferation.
- Virtual outreach session on “Designated Non-Financial Businesses and Professions Sectoral ML/TF Risk Assessment conducted by CB-UAE
- Virtual outreach session on "Best Practices on raising Suspicious Transaction and Activity Reports conducted by CB-UAE