



NADARSHA NOUSHAD

Retail Banking Executive | Teller | Remittance Operations | KYC Analyst
WPS | Corporate Banking | Fintech | Supervisor | Customer Service officer

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📍 Sharjah

🇮🇳 Indian

Banking professional with 4 years of experience in customer service, foreign exchange, remittance, KYC analysis, and team supervision. Skilled in managing transactions, ensuring compliance with UAE Central Bank regulations, and driving sales. Proven ability to enhance customer relationships, optimize processes, and lead teams to improve efficiency.

Core Skills: SAP FICO - Advanced | Tally ERP 9 - Intermediate | SAP MM - Intermediate | MS Office

Soft Skills: Communication Skill | Leadership | Financial Service | Accounting | Accounts Payable & receivables | Cash handling | Direct Sales | Retail Sales | Business Development | Customer service | Complaint management | Call Handling | Problem-Solving | Attention to detail | Decision-making | Interpersonal skills | Team player | ability to Work under pressure

WORK EXPERIENCE

Branch Operations Supervisor

Sharaf Exchange LLC. Dubai,UAE | Feb 2022 - Present

- Overseeing daily operations and ensuring efficient management of branch activities.
- Execute domestic and international financial transactions promptly and accurately, adhering to the guidelines set forth by the UAE Central Bank.
- Generating leads for onboarding WPS and corporate customers after proper KYC verification.
- Skilled in foreign currency trading with a strategic and risk focused approach to maximize branch profit.
- Conducting daily check of branch files and ensure compliance with company policies and regulations.
- Effectively managed cash handling responsibilities, ensuring error-free tallying and reconciliation.
- Process salary payments for employees of other companies who utilize our WPS services.
- Provide excellent customer support by addressing customer inquiries, resolving issues, and ensuring customer satisfaction.
- Prepare monthly data analysis for Suspicious Activity Report (SAR).
- Skilled in KYC due diligence, analyzing risk profiles, ensuring compliance and minimizing risk exposure for enhanced customer satisfaction.
- Implement and enforce company policies, procedures and standards.

Finanacial Executive

Allianz Cornhill Information Services.tvm, kerala | Mar 2021 -Aug 2021

- Provided general accounting support.
- Supported the management of Accounts payable &Accounts Receivable.
- Performed employee reimbursement, and voucher preparation and sent various emails to stakeholders.
- created financial reports and the analysis of financial and economic data.
- Supported core financial process, including vendor setup and payment, operational expenses, administration of banks accounts and account reconciliations.

Sales Officer

Reliance Jio Infocomm Ltd. Kollam, Kerala | Nov 2020 - Mar 2021

- Promoted Jio's products and services, including mobile plans, devices, and accessories.
- Worked on sales targets and achieved the numbers - **Best Store performer in July and Aug month.**
- Educated customers on the features and benefits of different products and plans.
- Process transactions using the point-of-sale (POS) system.

EDUCATION / OTHERS

Education: B.com GPA 8.5, Kerala University, Kerala | 2016-19.

Language : English- Working proficiency | Malayalam- Native | Tamil & Hindi- Working proficiency.

License : Valid UAE License - Light Vehicle.