



CURRICULUM VITAE

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Professional Summary :

It is an accredited fact that all the prestigious organizations like yours, always remain in need of professionally qualified, experienced, and dedicated personnel. Result driven professional with over 10 years of experience in financial services, retail, and customer service across the UAE and UK. Proven expertise in cash handling, remittance processing, FC dealing, customer relations, and team leadership. Adept at streamlining operations, enhancing efficiency, and delivering exceptional customer experiences. Seeking to leverage my skill in a dynamic organization to contribute to operational success and customer satisfaction.

Work Experience :

Al Ghurair Exchange LLP (Dubai) 2016 To Present
(Position: Branch Supervisor)

Al Ghurair Exchange belongs to the third longest Business Conglomerate of UAE. "Al Ghurair Group of Companies" Mashreq Bank is one of the Group Companies. The Exchange house is oldest one in UAE which was established in 1973 having a wide network in UAE and Jordan.

Role & Responsibilities:

- Process and verify remittance transactions with 100% accuracy and compliance with financial regulations.
- Manage branch operations, ensuring smooth workflow and efficiency.
- Handle foreign currency transactions, monitor exchange rates, and apply necessary modifications.

- Resolve customer inquiries and complaints independently, enhancing customer satisfaction.
- Oversee cash funding to banks and ensure proper reconciliation.
- Report essential activities to the branch manager daily.
- Facilitate wages protection system (WPS) transactions and onboard new corporate clients.

**Tesco Sainsbury (United Kingdom)
Cashier (Customer Services). 2010 To 2015**

- Processed high volume transactions with accuracy and efficiency.
- Delivered excellent customer service, assisting with inquiries and resolving issues.
- Managed cash registers, handled refunds, and ensured proper cash reconciliation.

Key Achievement:

- Recognized for exceptional customer service and maintaining high transition accuracy.
- Trained and mentored new employees on POS system and customer service protocols.

**Pak Telecom Mobile Limited
Customer Service Executive 2007 To 2010**

- Handled walk in customer at the front desk, resolving inquiries and complaints.
- Assisted in upselling and cross selling telecom products and services.
- Managed customer accounts and processed service requests.

Education & Certifications:

- **Bachelor of Commerce (B. Com)** from Punjab University Lahore, Pakistan. **2006**
- **D. Com** from Board of Technical and Intermediate Lahore, Pakistan **2003**
- **Certified** First Aid worker.

Technical Skills:

- **Software:** Microsoft office (Word, Excel, PowerPoint, Outlook).
- **Financial Transactions:** Cash handling, remittances, foreign currency exchange.
- **Point of Sale Style:** Cash register, card transactions

Soft Skills:

- Strong Communication & Interpersonal Skill
- Leadership & Team Management
- Customer Services Excellence
- Problem Solving & Conflict Resolution
- Time Management & Planning

Languages:

- English | Urdu | Punjabi | Hindi

Others:

- Driving License: UAE & UK
- IELTS: 5.5 Band