

# Muhammad Umar Tanveer

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## **OBJECTIVE**

I have 6+ years' experience in the exchange field as a Branch Supervisor/Cashier position and now I am seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learning. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

## **SUMMARY OF SKILLS:**

- High level of concentration ensuring precision, accuracy and attention to detail.
- Sound organizational and planning skills.
- Works well under pressure with the ability to priorities.
- Excellent customer service skills.
- Outstanding interpersonal and communications skills.
- Having a relaxed attitude and able to deal with awkward or rude clients.
- Detail oriented and efficient.
- Proficient in Microsoft Office, Internet applications and various Windows applications.

## **PROFESSIONAL EXPERIENCE:**

**Federal Exchange Company (Musaffah branch), Abu Dhabi, UAE:**

**Customer Relationship Executive – August 2024 to Present:**

- Processing customer transactions using Casmex, Transfast, Instant Cash, Ezremit, Uremit, IME and Western Union.
- Handles cash and foreign currencies.
- WPS Transactions
- Money and bank transfers to various countries, process and issue third party transactions.
- Send and receive inwards and outwards transactions.
- Verification of documents in Compliance with AML policies.
- Verification of the Daily Cash vouchers and the Daily Cash Available.
- Register customer transaction complaints, status and general enquiries.
- Dealing with foreign currency exchange (buying and selling) all major currencies.
- Attend counter customers, remittances sending and receiving from any part of the world, Telex transfers and Inter- UAE money transfer as per their request.
- Provides courteous customer service, including answering queries and assistance with their transactions.

- Answering direct calls and emails
- Maintaining and organizing records of the branch files as per compliance requirements.
- Aides in the preparation of daily and monthly reports.
- Managing and motivating a team of branch staff, providing guidance and support for their professional development.

**National Exchange Company (MZSC branch), Abu Dhabi, UAE:**

**Branch Supervisor / Cashier - 2020 to 2024 (4.5 Years):**

- Processing customer's transactions using Symex and Transfast system.
- Handles cash and foreign currencies.
- Money and bank transfers to various countries, process and issue third party transactions.
- Send and receive inwards and outwards transactions.
- Verification of documents in Compliance with AML policies.
- Verification of the Daily Cash vouchers and the Daily Cash Available.
- Register customer transaction complaints, status and general enquiries.
- Dealing with foreign currency exchange (buying and selling) all major currencies.
- Attend counter customers, remittances sending and receiving from any part of the world, Telex transfers and Inter- UAE money transfer as per their request.
- Provides courteous customer service, including answering queries and assistance to their transactions.
- Answering direct calls and emails
- Maintaining and organizing records of the branch files as per compliance requirements.
- Aides in the preparation of daily and monthly reports.
- Supervising daily branch operations to ensure efficiency and adherence to policies and procedures.
- Managing and motivating a team of branch staff, providing guidance and support for their professional development.
- Managed branch operations and day to day activities like handling of vault, Prepare End of day report.
- Create team rosters (work schedule) and co-ordinate activities with head office departments such as treasury and central operations.

**Paracha Exchange (Lahore, Pakistan):**

**Head Cashier and Treasury Dealer from Feb-2017 to March-2018 (One Year)**

- Cash handling
- Treasury Dealing with banks and Exchange companies
- Customer Service
- Bank Dealing
- Corporate Dealing in FC
- Transactions made through western union and Transfast
- Branch Operations, AML, Team Management
- Business Acquisition
- Revenue Generation
- Counterfeit currency detection and reporting

**EDUCATIONAL QUALIFICATIONS:**

- Bachelor of Arts : University of Punjab (Attested)
- Intermediate : Pak Poly Technical institute 3 years Diploma
- Matric : New Era Grammar School

**Certifications:**

- Health and Peace (WHO certificate)
- Photoshop Certificate
- Hotel Management E Learning Certificate
- E Commerce Amazon Certificate
- Forex Trading European University Certificate

**PERSONAL DETAILS**

**Passport No** : EW7798572

**Date of issue** : 24-01-2022

**Date of Expiry** : 23-01-2027

**Age** : 30 years

**Date of Birth** : 07-11-1995

**Marital Status** : Married

**Languages Known** : English, Hindi, Urdu, Punjabi & little Arabic

**Hobbies** : Watching movies, Playing Cricket

**Nationality** : Pakistan

**Joining** : 30 Days Notice Period

**I hereby declare that all the above information furnished about me is true to the best of my knowledge and belief.**