

KHURSHEED ALI

Intermediate, Matric

(Customer Services officer, Teller, Cashier, Accountant & Warehouse coordinator)



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Dubai, UAE



Qualification / Institute	Period
Intermediate GOVTMENT COLLAGE KAHUTA RAWALPINDI- Pakistan	2013
Matric Board of Intermediate and Secondary Education Rawalpindi - Pakistan	2010

Professional Experience

Head Cashier

Al Dahab Exchange

20 June 2024 – Till Now

Dubai, UAE

Job Responsibilities

- Managing and supervising cash transactions, including currency exchange, remittances, and bill payments.
- Ensuring accurate counting, sorting, and reconciliation of cash and foreign currencies.
- Monitoring teller activities to ensure compliance with AML (Anti-Money Laundering) and KYC policies.
- Handling customer inquiries and resolving transaction-related issues.
- preparing daily transaction reports and balancing cash drawers.
- Handling customer inquiries and resolving transaction-related issues.
- Preparing fund flow statements / petty cash reports / cash management reports for Senior Management.
- Receiving / issuing cash transaction instruments like remittance, foreign currency exchange, WPS, Demand draft, telex transfer, inter- UAE / global fund transfer and value-added services transaction payments.
- Preparing fund flow statements / petty cash reports / cash management reports for Senior Management.
- Mentoring and grooming new team members by transfer of product knowledge, on-the-job (OJT) trainings and recommending improvement to policies and procedures.

Teller & Customer Service Officer

Emirates India International Exchange LLC

November 2021 – May 2024 (2 years, 5 months)

Dubai, UAE

Job Responsibilities

- Receiving / issuing cash transaction instruments like remittance, foreign currency exchange, WPS, Demand draft, telex transfer, inter- UAE / global fund transfer and value-added services transaction payments.
- Verifying and consolidating daily financial reports of individual tellers and finalizing closing branch business reports.
- acting as a deputy in absence of Branch Manager and managing branch operations including tasks assigned to team members and handling funding decisions at branch.

- Resolving complex issues related to failed business transactions / customer complaints and assisting other team members in conducting daily operations efficiently.
- Mentoring and grooming new team members by transfer of product knowledge, on-the-job (OJT) trainings and recommending improvement to policies and procedures.
- Recording and reporting business transactions in accordance with company compliance standards (such as: KYC Requirements), operating procedures and UAE Government / Central Bank regulations (such as: AML law).
- Attending monthly meetings with all branch managers and presenting ideas to improve business / customer service.
- Preparing fund flow statements / petty cash reports / cash management reports for Senior Management.
- investigating the suspicious / forged activities of suspected customers and preparing investigation reports for police.
- Ensuring proper filing of relevant records and maintaining confidentiality of branch letters.
- coordinating with internal / external auditors in smooth closing of continuous or ad-hoc audits.

Warehouse Worker

Transguard Group

Jul 2020 – Aug 2021 (1 year, 2 months)

Dubai, UAE

Job Responsibilities:

- Receiving and track shipments.
- Embarking merchandise in delivery trucks using appropriate tools.
- Accommodating and carefully handle fragile merchandise.
- Tracking and document exact shipment arrival and departure times.
- Tagging and label merchandise.
- Labelling and stockpile merchandise according to size, shape, and type.
- Boxing, wrapping and packing the merchandise in accordance with relevant procedures and standards.
- preparing all orders for shipment.
- Recording and managing all impaired or damaged merchandise items.

Cashier

AA currency Exchange Company

Apr 2018 – Sept 2019 (1 year, 6 months)

Islamabad, Pakistan

Job Responsibilities

- Supervising other cashiers and ensure proper use of cash and FCN currency registers.
- ensuring all foreign currency (FCN) record updated and assemble according to the book at the end of day.
- Ensuring store policy and procedure are followed and executed by all cashiers.
- Handling customer complaints and ensure staff adheres to customer service standards.
- Inspecting cash registers at the end of each shift to ensure all transactions are accounted.
- Auditing cash registers at the end of each shift to ensure all funds are correct.
- operating the cash register and prepare the daily deposit.

Software Experience

- Paynet
- Wall-soft software
- Microsoft Office 2010 (Excel, Word, PowerPoint)

Skills

- Branch operations management
- Foreign exchange rates Dealing
- Purchase & sale of foreign currencies / cross-selling
- AML compliance
- MIS reporting and writing proficiency
- Team management / customer Services

Personal Details

Date of Birth	10 August 1994 (29 years old)
Nationality	Pakistan
Marital Status	Single
Languages	English, Urdu, Punjabi