

# Omer Ahmad

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**Visa Type:** Work Visa

## Objective

Analytical and customer-focused professional with a strong foundation in financial services and customer service, seeking to contribute my expertise in customer relations, compliance, and operations to drive organizational growth and enhance service delivery.

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## Key Skills

- **Customer Relationship Management:** Daily client follow-ups, rate updates, retention strategies, service excellence
  - **Money Exchange & Remittance Operations:** Currency exchange, WPS handling, MTSS reporting, DMC (Daily Mandatory Checks), Transguard deposit preparation
  - **Remittance Tools:** Proficient in using platforms like **AccuMEs** and **MoneyGram** for secure and compliant transaction processing
  - **Cash Handling & Accuracy:** High-volume transaction processing, discrepancy resolution, secure handling under pressure
  - **Compliance & Regulation:** AML/KYC adherence, transaction amendments/cancellations, documentation accuracy
  - **Bank Coordination:** Payment clearing follow-ups, inter-bank communication, Pakistan corridor delegation
  - **Sales & Marketing:** Targeted marketing, customer acquisition, corporate outreach
  - **Time Management & Endurance:** Extended duty shifts without breaks, multi-tasking in high-pressure environments
  - **Communication & Collaboration:** Team Collaboration, Leadership, Effective Communication, Mentorship
  - **Team Leadership & Customer Resolution:** Skilled in leading support teams, handling customer escalations, and mentoring staff to enhance communication and service quality
  - **Technical Proficiency:** MS Office (Excel, Word, PowerPoint), CRM tools, QuickBooks
  - **Data & Analysis:** Analytical Skills, Documentation, Problem-Solving
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## Professional Experience

### Hadi Express Exchange (2024-Present)

#### *Front Line Associate/Teller*

- Conducted daily outreach calls to clients, updating them on exchange rates, which boosted customer retention and strengthened client relationships.
- Engaged in marketing initiatives, including corporate partnerships and client outreach, effectively expanding the customer base.
- Introduced and managed Wages Protection System (WPS) services, increasing client acquisition and ensuring compliance with payroll standards.
- Achieved growth in daily and monthly transaction volumes through targeted marketing and consistent customer engagement.
- Served as Delegate for the Pakistan Corridor, overseeing branch operations to ensure seamless transaction flows.
- Maintained regular communication with banks for payment clearing, promptly resolving issues to ensure transaction integrity.
- Managed currency exchange operations with strict adherence to accuracy and compliance, even under extended duty hours.
- Prepared and submitted reports for MTSS (Money Transfer Service Scheme) and DMC (Daily Mandatory Checks).
- Ensured secure cash handling, including preparing Transguard deposits for secure transport.
- Supported customer service needs and handled transaction cancellations, amendments, and verifications with a focus on compliance.

#### *Achievements:*

- Enhanced customer retention rates through personalized outreach and regular rate updates.
- Increased transaction volume and customer loyalty via dedicated marketing and superior customer service.
- Recognized for maintaining high standards in accuracy and compliance, even under high workload and extended hours.

### Bank of Punjab (2021 – 2022)

#### *Internee*

- Assisted in processing customer transactions (deposits, withdrawals), ensuring accuracy and compliance with banking regulations.
- Verified deposit amounts, reviewed checks for endorsement, and maintained transaction records.
- Supported team efforts in optimizing operational processes and workflow.

- Handled cash transactions and recorded currency exchanges.

*Achievements:*

- Reduced errors by 15% through meticulous deposit verification.
- Praised for efficiency and adherence to AML/KYC regulations.
- Strengthened communication skills through frequent customer and colleague interactions.

**Mindbridge Private Ltd (2022 –2024)**

*Customer Service Executive – Careem Dubai*

- Led team in coordinating customer requests, resolving complaints, and mentoring on effective communication.
- Managed CRM, documentation, and conducted performance reviews.
- Developed training programs that enhanced team productivity and reduced response time by 15%.

*Achievements:*

- Achieved a 95% customer satisfaction rate, resolving 90% of escalated issues within 24 hours, enhancing customer retention.
- Improved team communication and efficiency by 20% through a mentoring program.

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**Education**

**BS Accounting & Finance** – National University of Modern Languages (NUML), 2023

**Intermediate** – Board of Intermediate Education, Lahore, 2018

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**Certifications**

- MS Office (All versions)
- CMA (Certified Management Accountant) – USA (In Progress)

**Trainings & Involvement**

- **NUML Debating Society:** Developed persuasive communication and public speaking skills through inter-university debates.
- **NUML Entrepreneur Society:** Gained leadership and teamwork experience.

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**References**

**Available upon request.**

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