



JAHFAR SADIK

MONEY EXCHANGE/TELLER/CASH MANAGEMENT

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EDUCATION

Bachelor of Business Administration in Aviation

Bharathiar University
Tamil Nadu, India
2014 - 2017

Advanced Diploma in Computerized Financial Accounting

Kerala, India
2017

SKILLS

- Currency Exchange
- Banking Operations
- Reconciliation Procedures
- Cash Flow Management
- Cash Handling
- Financial Statement
- Document Control
- Financial Reporting
- Customer Service
- Numerical Skills
- Inventory Management
- Staff Management
- Team Leading
- Data Management & Analysis
- Communication Skills
- MS Excel, Word, PowerPoint

PERSONAL DETAILS

- DOB: 24-12-1995
- Languages Known: English, Malayalam, Hindi, Arabic, Tamil
- Nationality: Indian

PROFESSIONAL SUMMARY

Highly skilled Exchange Professional with 6 years of experience in managing financial transactions and directing all operational aspects in money exchange services. Proven history of handles currency exchange transactions, verifying authenticity, and maintaining transaction records, all while providing excellent customer service. Proficient in staff management, reconciliation procedures, and financial reporting.

PROFESSIONAL EXPERIENCE

Branch Manager

Mar 2022 - Nov 2024

Al Muzaini Exchange Co. | Kuwait

- Managed all aspects of the branch's operations, including sales, customer service, staff management, and compliance with regulations.
- Resolved customer inquiries, address complaints, and provided information regarding exchange rates and services.
- Supervised and trained exchange tellers, ensuring accurate and efficient transactions, adherence to company policies, and customer satisfaction.
- Monitored branch performance through sales reports, transaction data, and profitability analysis.
- Conducted market research to understand customer needs and industry trends, and promoted company's products and services.

Head Cash Teller

Jan 2021 - Feb 2022

Al Muzaini Exchange Co. | Kuwait

- Promoted from Teller to Head Cash Teller due to outstanding performance and leadership skills.
- Oversaw teller operations, ensuring compliance with company standards and policies.
- Provided training and feedback to teller staff to improve efficiency and customer service.
- Balanced teller drawers and resolved cash discrepancies accurately.
- Monitored currency levels in vaults and managed cash flow to meet daily operational needs.

Teller

Nov 2019 - Dec 2020

Al Muzaini Exchange Co. | Kuwait

- Facilitated transactions between different currencies, ensuring accurate exchange rates and proper transaction documentation.

REFERENCE

Aly Elsayed -
Al Muzaini , Area Manager
+965 9710 9648

- Managed daily cash transactions, including check cashing, transfers, payments, cashier's checks, and foreign currency exchanges.
- Identified customer needs and provided information on new products and services.
- Achieved sales targets by recommending products based on customer requirements.
- Developed strong customer relationships to enhance customer satisfaction

Team Leader

Nov 2018 - Oct 2019

Ebix Cash - Cochin International Airport | Kerala, India

- Supervised team members, assigned tasks and delegated work effectively on their skills and workload.
- Handled currency exchange transactions accurately according to established policies, ensuring compliance with regulatory requirements.
- Conducted regular performance reviews and provide feedback to team members for improvement.
- Stayed informed about current exchange rates, market trends, and financial products to effectively advise customers on the best options.
- Implemented process improvements to enhance efficiency.

Assistant Manager

Feb 2015 - Aug 2017

Lucky Associate Ltd - Gini and Jony Lulu Mall | Kerala, India

- Developed and executed sales strategies to identify new business opportunities and existing customer relationship
- Evaluated employee performance, providing feedback, and identifying areas for improvement.
- Achieved monthly, quarterly and annual sales targets.
- Assisted with inventory checks and stock rotation as needed, ensuring adequate stock level.
- Prepared daily, monthly and yearly progress report and submitted to the manager for review and approval