



Jahfar Sadik

Customer Service Expert & Cash Management Specialist

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About Me

Highly Skilled Exchange Professional with 6 years of experience in managing financial transactions, team leading, and providing exceptional customer service in money exchange services. Proven history of ensuring compliance with regulations and driving sales within the branch by facilitating currency exchange transactions and related services. Proficient in staff management, reconciliation procedures, and financial reporting.

Education

Bachelor of Business Administration
Bharathiar University/Coimbatore
2014 - 2017

Advanced Diploma in Computerized Financial Accounting
Kerala, India 2017

Skills

- **Banking Expertise:** Proficient in cash handling, cash management, and financial transactions.
- **Advanced Computer Skills:** Skilled in data management and analysis
- **Bilingual Communication:** Fluent in English. Arabic and Hindi; basic proficiency in Tamil.
- **Strong Organizational Skills:** Able to prioritize tasks and maintain meticulous records.
- **Supervisory Experience:** Experienced in leading teams to achieve operational excellence.
- **Ethical Conduct:** Committed to honesty and integrity.
- **Mathematical Proficiency:** Strong understanding of financial calculations.
- **Attention to Detail:** Ensures accuracy in all tasks and documentation.

Certifications

- Boubyan Consulting Company Anti Money Laundering (AML) and Combating Terrorist Financing (CTF) 2020-2024
- Service excellence award | 2020 | Al Muzaini Exchange Co. Kuwait
- Outstanding performer Award |2019 | Ebix cash |Cochin International airport

Work Experience

Branch Manager Mar 2022 - Nov 2024
AI MUZAINI EXCHANGE | Kuwait

- 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.

Head Cash Teller Dec 2021 - Feb 2022
AI MUZAINI EXCHANGE | 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 promptly and accurately. Monitored currency levels in vaults and managed cash flow to meet daily operational needs.

Teller Nov 2019 - Jan 2021
AI MUZAINI EXCHANGE | Kuwait

- 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

- 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.
- Stayed informed about current exchange rates, market trends, and financial products to effectively advise customers on the best options.

Assistant Manager June 2015 - June 2017
Lucky Associate Ltd - Gini and Jony Lulu Mall | Kerala, India

- Meet sales targets: achieve monthly, quarterly and annual sales targets.
- Develop and execute sales strategies to identify new business opportunities and existing customer relationship.
- 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.