

MUHAMMAD AHMED RAHEEL KHAN

Location: AL AIN - UAE

Mobile No. +971523058824

Age: 29

Nationality: Pakistan

Marital Status: Married

Driving License: UAE valid License

Visa Status: ARCHIVE CLERK

Email: Raheel.khana95@gmail.com



Professional Summary:

Energetic, passionate and high performing Customer service Manager with over 6 years of professional prowess in diverse groups including Banking, Manufacturing, FOREX and service related entities. Experience includes; A good Team Leader, Businessdevelopment, managing profit & loss, customer services, finance reporting, Business-To-Business relationships. Efficient in management & administrations, dealing with worldwide currencies and finance projects under regional and global organizations. I'm honest with my work & punctual and able to understand the new trends with keen interest and can apply them with a fast learning throughout the team/unit. Excellent interpersonal skills comprise Willing to help, listen & learn, identifying business opportunities and promote business portfolio.

Professional Adeptness:

1. Acting Branch Manager - Al-Fardan Exchange LLC. (Sep2023 - Present)

Duties & Responsibilities:

- Seasoned B2B representative with a proven track record of success in penetrating and growing accounts in the industry.
- Worked closely with key personal and management to provide high quality strategical leadership, implementing plans & policies throughout the specified territory.
- Maintaining a deep understanding of financial products & services and ensuring all the staff has competitive grip to convey the customer.
- FOREX dealing, foreign remittance, operating & monitoring with different banks around the globe.
- Demonstrates an understanding of customer needs and provides solutions resulting to increase in revenue and market share.
- Leading front desk & back office team in achieving key outcomes at each client check-in fostering warm business relationships with growing retail acquisition.
- Manage and oversee day-to-day activities of operations, including planning & collaboration with other units.
- Managing and preparing business-to-business & High net worth clients and creating & updating personnel payroll (WPS).
- Ensure all legal & regulatory documents are filed and monitor compliance with law and regulations.
- Managing and update different type of bank accounts on day to day activities and performing bank reconciliation.
- Assist with development of annual budgets vs targets, operational standards and strategic business goals.
- Monitor & maintain current inventory level and evaluating & managing branch expenses.
- Coaching the staff on ways to increase sales and provide high quality customer service to everyone they deal.
- Trained new employees and played key role during several financial conversions and operational help.

2. Front Line Associate - Al-Fardan Exchange LLC.

(Feb 2021 – Aug 2023)

Duties & Responsibilities:

- Attend counter customers, remittances sending and receiving to and from any parts of the world.
- Resolve customer complaints after registering them as well as solving their related queries.
- Verification of documents in compliance with AM L policy.
- Ensure cash handling is done appropriately, accurately tallied and transferred as per company policy.
- Cross Sale various products.

3. Customer Service Officer - Emirates India International Exchange.

(May 2018 - Feb 2021)

Duties & Responsibilities:

- Attend counter customers, remittances sending and receiving to and from any parts of the world.
- WPS processing and disbursements. ➤ Perform administrative tasks such as filing, typing up reports and email correspondence.
- Resolve customer complaints after registering them as well as solving their related queries.
- Verification of documents in compliance with AM L policy.
- Business development as instructed by the BM.
- Ensure cash handling is done appropriately, accurately tallied and transferred as per company policy.

4. Phone Banking Officer - Al Baraka Bank Pakistan Limited

(Apr 2017 – Dec 2017)

Duties & Responsibilities:

- Resolves Customer Issues regarding Bank services.
- Monitoring the ATM Machine issues and informed relevant Departments in Non-working Hours.
- Send and receive inward / outward payments made in cash or cheques.
- Prepare and maintain basic branch reports as applicable.
- Carry out all other duties as assigned by the line manager.
- Facilitate new customer acquisitions and account openings.

5. Phone Banking Officer – Faysal Bank Limited

(Feb 2016 - Apr 2017)

Duties & Responsibilities:

- Resolves Customer Issues regarding Bank services.
- Send and receive inward / outward payments made in cash or cheques.
- Prepare and maintain basic branch reports as applicable.
- Carry out all other duties as assigned by the line manager.
- Facilitate new customer acquisitions and account openings.

Skills & Attributes:

- Strategic Leader, Responsible, Committed to Career, Trustworthiness and Ethics.
- Ability to work under pressure and quick in learning with excellent retention power.
- Able to work methodically, accurately, neatly with Reporting and Administrative Capabilities.
- Excellent communication and presentable skills. Good listener and good speaker.

I.T Skills:

- Having Good Command on MS-office, excel, access, word and power point.
- Well versed with various applications & Operating systems like Windows 10, 8.1, 7, Vista, and XP.
- Can handle all types of internet and email applications efficiently.
- 45wpm Typing Speed

Languages & Interest:

- Read, Write and speak: English, Arabic, Urdu and Hindi,
- Interested in Investigation task and Tourism, Trekking and all camping related activities.
- A good player of Cricket Football and table tennis.

Educational Qualification:

- Higher Secondary Certificate – Board of Intermmidiate Education Karchi Pakistan - 2013
- Secondary School Certification – Board of Secondary Education Karachi Pakistan – 2011
- Certified from CTTC (Computer Training and Testing Center karachi) 2013 **Netwrok Plus and CCNA 8.0**

Assurance:

I assure my qualifications and wide experiences will help me stand any related Manager level role. My dedication towards work and fast learning nature will certainly prove to be an asset to my employer, whom I will always try my best to feel proud for hiring me.

Reference:

It will be furnished on demand.