

UMAIR TASSADAQ

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Profile

Experienced exchange house professional with more than 5 years of expertise in facilitating international transfers, currency exchange, handling complex financial transaction, providing exceptional customer service and maintaining regulatory compliance.

Work Experience

Branch Supervisor (March 2021 - Present)

Al Rostamani International Exchange - Dubai

- Preparing whole day reports and ensure proper EDD is done at branch level.
- Attended all types of trainings related to AML, Fraud and Risk.
- Always keep monitoring competitor's rates and providing best possible rates to customers.
- Opening of WPS accounts to process and disburse the salaries of the clients.
- Processing all kind of CFE transaction.
- Using OMNI system (Compliance and financial crime surveillance solution) to investigate high risk cases related to compliance.
- Handle all types of queries and resolve it within the time period.
- Processed sending and receiving transaction through Money Gram and Ria.

Cashier /Teller (March 2020 - Feb 2021)

Al Razouki International Exchange - Dubai

- Generating Sif files of all Wps customers.
- Arranging best rates from tragedy to ensure that customer is leaving the branch happily.
- Resolve customer complaints, guide them and provide relevant information.
- Process remittances for all countries and also including VAT payments, credit card payment, Mobile Top-up, Du bills.
- Cross selling and up selling of products.
- Ensure compliance of every transaction, arrangements of proper documentation of high value transaction.

Customer Services Representative (Dec 2018 - Dec 2021)

MCB Bank - Dubai

- Generating leads of corporate customers.
- Acquisition and retention of business.
- Cross checking of UAE FTS (Inwards and outwards).
- Maintain the records of documents receiving from customers including Bill of lading, Commerical

invoices and sent through courier to designate countries.

Education

University of the Punjab (2018)

Lahore,Pakistan

Bachelor of Arts

Govt College of Commerce (2015)

Lahore,Pakistan

Diploma In Commerce

Matriculation (2013)

Federal Board

Skills

- Self motivated, good time management
- Effective communication and interpersonal skills
- Ability to work under pressure and meet deadlines.
- MS office management course from FFTC college.