

Education

- **Bachelor of Arts**

University Of Punjab *Lahore, Pakistan*

- 2018

- **Diploma In Commerce (D.Com)**

PBTE *Lahore, Pakistan*

- 2015

- **Matriculation**

Federal Board

- 2013

Achievements

- Achieved maximum number of transactions during Money Genie promotion.

Certifications & Courses

- MS office management course
- Risk and Fraud Management certificate
- Valid UAE driving license
- Basic computer skills

References

Reference will be provided on demand

Email
umairtasadaq@gmail.com

Address
Discovery Gardens, Dubai

Phone
+971 569291509

Date of birth
Nov 10, 1995

Nationality
Pakistani

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Skills

Self motivated

Good time management skills

Analytical and decision making ability

Meet deadlines

Customer relationship management

Multitasking

Excellent communication

Cash handling

Strong problem-solving

□

Languages

English

Urdu

Punjabi

Umair Tassadaq

Seeking a situation where i can utilize my academic achievements.To work and learn in a challenging and professional environment leading towards personal growth and self actualization.

Experience

▪ Cashier/Teller Cum Customer Services Representative

AI Rostamani International Exchange (Dubai)

Mar 2021 - Present

- Open Wps accounts to process and disburse the salaries of clients through Wps system.
- Apply and deliver payroll cards to customers.
- Preparing whole day reports and insure proper EDD is done at branch level.
- Attend all types of training related related AML,CFE and compliance.
- Using OMNi system (compliance and financial crime surveillance solutions) to investigate high risk cases related to compliance.
- Process all kinds of transaction e.g Vat payments,credit card payment, utility topup,AED retail payment,corporate payments,Mudarba payment etc.
- Provide best possible customer service,respond to all clients promptly and courteously and in a friendly manner.
- Achieved highest number of transactions during Money genie promotion.
- Cross selling of national bonds and insurance to customers.
- Doing sending and receiving transaction through Money gram and IME ria with proper KYC.

▪ Cashier and Branch Compliance Officer

AI Razouki International Exchange (Dubai)

Mar 2020 - Feb 2021

- Resolve customer complaints,guide them and provide relevant information.
- Generating sif files for all Wps customers.
- Doing sending and receiving transactions using Western Union system.
- Maintain friendly and professional customer interactions.
- Cross selling and up selling of products.
- Arranging competitive rates from tragedy to insure that customer is leaving the branch happily.
- Doing remittance to all the customer including bill payments,credit card payments,mobile topup etc.
- Insure Compliance of every transaction,arrangement of proper documentation of high values transaction.

▪ Customer Services Representative

MCB Bank Dubai (Trade Department)

Dec 2018 - Feb 2020

- Generating leads of corporate customers.
- Acquisition and retention of business.
- Cross checking of UAE FTS(Inward and outwards).
- Collect documentation from customers and keeping the records of all documents using Microsoft excel.
- Receiving documents from the corporate clients and sending all these documentation to relevant countries after the proper verification of it.
- Providing assistance to customer regarding their queries.
- Maintaining the record of all the documents receiving from the customer or courier.
- Worked as team member providing trade officer duties.