Muhammad Suleman Saleem
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Date of birth | 23/11/1991
Nationality Pakistani

WORK EXPERIENCE

Aug 2024 To Jan 2025

Compliance Senior Associate/ Customer Screening Associate

Tanfeeth (Emirates NBD Group Company)

Responsibilities Handed:

- Screen customers against global and local AML data base.

- Identify politically exposed persons (PEPs) and high-risk Individuals.

- Cross check customers details against global sanction list. (OFAC, UN, EU)

- Restrict services to sanctioned individuals or entities.

- Categorize customers based of their risk levels (Low, Medium, High)

- Secure customer information as per data privacy laws (e.g., GDPR CCPA)

Jun 2022 To July 2024

Teller/Assistant Supervisor/Branch Compliance Officer (BCO)

Redha Al Ansari Exchange United Arab Emirates (Dubai)

Responsibilities Handled:

- Provide a range of teller services like remittance, foreign currency exchange, Wps, TT and other value-added services in a timely and accurate manner.
- Recorded amounts received and prepared reports of transactions data filling for the management.
- Developing and implementing a comprehensive customer onboarding process, including Know Your Customer, Know Your Transactions, and sanctions screening.
- Identifying the potential red flags and making them part of the AML policies.
- Receiving internal reports on observed suspicion, investigating the same and filing the Suspicious Transaction Reports (STR) or Suspicious Activity Reports with our Compliance Department.
- Prepares the cash closing report and branch closing reports.

Nov-2018 To Oct-2021

Customer Service Executive (Counter Staff) / Cashier

Sadiq Exchange Pvt Ltd Lahore, Pakistan

Responsibilities Handled:

- Provide excellent customer service at branch.
- Provide information of new or additional services.
- Maintain records, prepares reports and performs work processing assignments.
- Provide information to customer about different modes of transaction, rates for different transaction/prices.
- Provide.
- Answer the customer complaints, branch detail enquiries, transaction enquiries, rate enquiries, conversion.

Nov-2016 To Sep-2018	**Customer Service Representative / Customer Support Executive**

Pakistan Telecommunication Pvt Ltd (PTCL GROUP OF ETISALAT)

Responsibilities Handled:

- Provide trouble shooting, technical support, product information to the customers. currency exchange & remittance delivery information. Prepares daily & weekly sales reports
- Provide FCR (First Call Resolution) by taking ownership of the complaint/information.
- Register all client complaints, and questions in the system, taking complaints only when necessary, and avoiding unnecessary complaint logging.
- Maintain a high level of customer satisfaction throughout the process and provide complaint reference for future correspondence to the customer.
- Participate in daily Shift meetings held by Shift supervisors, as well as any training sessions/refresher courses.

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EDUCATION AND TRAINING

CCNA (CISCO CERTIFIED NETWORK ASSOCIATE) Training Completed
CCNP (CISCO CERTIFIED NETWORK PROFESSIONAL) Training Complete
MCSE Server **2012 (MICROSOFT CERTIFIED SOLUTION EXPERT) Training Completed**

High School - F.A
Lahore Board of Intermediate and Secondary (Pakistan)

Matric
Lahore Board of Intermediate and Secondary (Pakistan)
Major Subjects
Computer Science
Physics
Chemistry

Communication skills: Good communication skills gained through Customer Services.

Participated in different training sessions to handle the different situations which customers are facing.

Organizational / managerial skills: Good Management skills gained through Academics

Managing Academics and co-curricular activities, making arrangements for different events seminars and conferences under the School of Media and Communication Studies.

Actively participate in sports activities which enhance the ability to work as a team.

Job-related skills: Good command following computer applications as working with them on my current job requirements
Microsoft
Siebel CRM
MS Office (Word, PowerPoint, Excel)
Operating Systems including Windows 7, 8.0, 8.1 and Windows 10.
Basic Networking and Network devices configurations,