



ARBAZ IMTIYAZ SHAIKH

☎ 0566952802 | ✉ shaikharbaz1991@gmail.com | 📍 UAE

Customer Service | Exchange Operations | Team Leadership

Professional Summary

Experienced Customer Service Supervisor with over 6 years of expertise in the financial services sector, particularly within exchange operations. Skilled in WPS payroll processing, cash handling, and customer issue resolution. Strong background in team supervision, compliance, and daily branch operations. Holds a UAE driving license and passionate about delivering high-quality service in fast-paced environments.

Core Competencies

- Customer Relationship Management
- WPS & Payroll Solutions
- Corporate Services
- Foreign Exchange & Remittance
- Cash Handling & Teller Operations
- AML / KYC Awareness
- Team Leadership & Staff Training
- Audit & Compliance Reporting
- Microsoft Office, Outlook, CAFÉ, CAXMEX

Professional Experience

Supervisor | Sharaf Exchange, UAE | Apr 2022 – Present

- Supervised a team of 10; managed daily operations, training, and scheduling.
- Handled payroll processing and ensured timely WPS salary transfers.
- Resolved customer complaints and escalated cases with care and accuracy.
- Conducted inventory checks and compliance audits.
- Generated operational reports and addressed payroll discrepancies.

Cashier (Teller) | Sharaf Exchange, UAE | Apr 2019 – Apr 2022

- Processed international remittances (Western Union, Ria, Transfast).
- Conducted foreign currency exchange and balanced cash drawers daily.
- Ensured adherence to UAE Central Bank regulations and company policies.
- Maintained excellent customer satisfaction in high-volume settings.

Sales Executive | Godrej Interio, Mumbai, India | Mar 2017 – Feb 2018

- Led a team of 5 in showroom sales and customer support.
- Conducted staff training and coordinated between management and sales floor.
- Maintained inventory and handled daily sales operations.

Education & Certifications

- Diploma in Travel & Tourism, IITC Mumbai – 2014
- Bachelor's in commerce - 2013
- Corporate Training – Hospitality & Customer Service
- IATA Course – Appeared

Languages

- English – Fluent
- Hindi – Fluent
- Urdu – Fluent

Achievements

- Best Customer Service Award, Sharaf Exchange – 2019