




SYED
IBRAHIM SABEER

BRANCH MANAGER

 Dubai, United Arab Emirates

 058 255 9287

 sabeerib@gmail.com



+ PERSONAL DETAILS

Date of birth

04 Dec 1993

Nationality

Indian

Visa status

Employment Visa

Marital status

Married

+ SKILLS

KYC Analyst

Customer Service Excellence

MS Office

WPS Processing

Compliance and Risk Management

Outlook Email

Operational Management

Technology Proficiency

Corporate Customer Onboarding

+ LINK

LinkedIn

<https://www.linkedin.com/public-pr ofile/settings?lipi-urn%3Ali%...>

+ LANGUAGES

English

Tamil

Hindi

Malayalam

Arabic

+ DRIVING LICENSE

Driving license category

Driving license category UAE, Valid No 3 License

+ HOBBIES

- Public Speaking / Debate Clubs Volunteering in Financial Literacy Programs Networking Events / Industry Conferences

+ ABOUT ME

As a seasoned Customer Service Specialist with six years of dedicated experience at Al Fardan Exchange LLC, I bring a wealth of expertise in customer relationship management and branch compliance oversight. My in-depth knowledge of customer travel and currency requirements enables me to build strong connections, address intricate inquiries, and tailor experiences to guarantee customer satisfaction. I am adept at managing a high volume of inbound calls and emails, providing detailed information on services, rates, and products, and navigating customer complaints with fairness and clarity. My skill set ensures that each interaction is handled with professionalism and a commitment to excellence.

+ WORK EXPERIENCE

- Al Fardan Exchange LLC

APR 2019 - PRESENT
- BRANCH MANAGER

Branch Operations Management: Supervised daily branch operations, ensuring compliance with internal policies, Central Bank of UAE regulations, AML/CFT guidelines, and other regulatory standards.

Customer Onboarding & KYC: Led the end-to-end onboarding process for individual and corporate customers, ensuring complete and accurate KYC documentation in line with regulatory requirements.

Compliance and Risk Oversight: Acted as Branch Due Diligence Officer (BDDO), conducting risk assessments, periodic KYC reviews, and reporting suspicious transactions to the compliance department.

Sales and Business Development: Achieved and exceeded sales targets by promoting remittance, foreign exchange, and value-added services; developed relationships with new and existing customers to enhance branch profitability.

Team Leadership: Supervised and mentored a team of 6 staff members; conducted regular training on compliance, customer service, and operational efficiency.

Cash and Vault Management: Ensured accurate end-of-day reconciliation, cash balancing, and adherence to cash handling limits and safety protocols.

Customer Service Excellence: Resolved escalated customer issues professionally, ensuring a high standard of service and satisfaction.

Audit and Reporting: Facilitated internal and external audits; prepared daily, weekly, and monthly branch performance reports for management review.

- Ansar Gallery Qatar

OCT 2016 - OCT 2018
- CASHIER IN CHARGE

- Oversee the performance of cashiers, providing guidance, support, and training as needed.
- Assign tasks, schedules, and shifts for cashier team members.
- Monitor cashier performance, ensuring accuracy, efficiency, and excellent customer service.
- Resolve escalated issues related to billing, payment, or refunds.

- UAE Exchange LLC

APR 2014 - MAY 2016
- BUSINESS DEVELOPMENT OFFICER

- Identified market trends, driving innovation in offerings.
- Developed strategic partnerships that expanded market reach.
- Conducted competitive analysis to sharpen sales pitches.
- Tracked and analyzed sales performance, generating reports to present key findings to senior management.
- Developed and implemented effective lead generation strategies to increase sales pipelines.

+ EDUCATION

- Alagappa University

2016
- India
- MBA FINANCE MANAGEMENT
- MDT Hindu College, MS University

2014
- India
- B.COM COMPUTER APPLICATION

+ COURSES

- JAN 2025

KYC SPECIALISTS, GLOBALLY CERTIFIED KYC SPECIALIST (GO-AKS)
- APR 2024 - APR 2024

KNOW YOUR CUSTOMER & CUSTOMER DUE DILIGENCE TRAINING, ALISON INSTITUTION
- MAY 2024 - MAY 2024

AML & KYC TRAININGS