

# YUSUF KASIRYE

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## Objective

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Am Highly motivated and customer-centric professional with a strong background in sales and premium customer service. Am known for delivering solution-oriented support that enhances client satisfaction and drives repeat business. Passionate about creating meaningful customer experiences, resolving issues efficiently. Am a strong team player who thrives in collaborative environments and am seeking a role where I can combine my communication skills, sales expertise, and team spirit to exceed customer expectations and support business growth. I have Proven ability to handle financial transactions accurately. Am Seeking to leverage my expertise in fast-paced retail environments to enhance customer satisfaction, maximize sales opportunities, and contribute to business success.

## Experience

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- **AL DAHAB EXCHANGE** 2021 - To Date  
SALES CONSULTANT and MARKETING SPECIALIST
  - **Processing Financial Transactions** – Accurately handle currency exchange, remittances, bill payments, and other financial transactions while ensuring compliance with company policies.
  - **Cash Handling & Reconciliation** – Manage cash, credit/debit card transactions, and end-of-shift cash balancing to maintain accurate financial records.
  - **Customer Service Excellence** – Assist customers with inquiries, resolve complaints, and provide professional guidance on financial services.
  - **Developing and Implementing Marketing Campaigns** - create targeted campaigns to promote remittance services, focusing on different corridors (East Africa and west Africa), This includes digital marketing, in-branch promotions, SMS/email campaigns, and collaborations with community influencers.
  - **Sales & Upselling** – Promote and upsell exchange services, money transfers, prepaid cards, and digital transaction options to maximize revenue.
  - **Compliance & KYC/AML Regulations** – Verify customer documents, ensure adherence to Know Your Customer (KYC) and Anti-Money Laundering (AML) policies, and report suspicious activities.
  - **Exchange Rate Advisory** – Educate customers on exchange rates, transaction fees, and financial service benefits to build trust and loyalty.
  - **Target Achievement** – Work towards achieving individual and branch sales targets by driving customer engagement and product awareness.
  - **Operational Support** – Maintain an organized cashier counter, assist with administrative duties, and ensure smooth workflow in daily operations.
  - **Security & Fraud Prevention** – Monitor transactions for potential fraud, adhere to security protocols, and escalate suspicious activities to compliance officers.
  - **Building Customer Relationships** – Develop strong customer connections to encourage repeat business and enhance the company's reputation in the financial
- **TRAVELEX EXCHANGE - Dubai Airport** 2019 - 2020  
SALES CONSULTANT
  - **Processing Currency Exchange & Financial Transactions** – Accurately handle foreign currency exchange, remittances, and prepaid card transactions while ensuring compliance with company policies.
  - **Cash Handling & Balancing** – Manage cash transactions, reconcile tills at the end of shifts, and maintain accurate financial records to prevent discrepancies.
  - **Providing Exceptional Customer Service** – Assist customers with inquiries, offer expert advice on currency exchange, and resolve any issues professionally.
  - **Sales & Product Promotion** – Upsell Travelex financial products, including travel money cards and international payment services, to maximize revenue and meet sales targets.
  - **Compliance & Risk Management** – Adhere to AML (Anti-Money Laundering) and KYC (Know Your Customer) regulations, verify customer documents, and report any suspicious transactions.
  - **Advising on Exchange Rates & Market Trends** – Educate customers on currency exchange rates, market fluctuations, and transaction fees to help them make informed financial decisions.
  - **Achieving Sales & Performance Targets** – Work towards individual and branch sales goals by engaging customers and promoting financial solutions.
  - **Maintaining Accuracy & Security** - Ensure all transactions are processed securely, prevent fraudulent activities, and follow company protocols for financial safety.

- **ADVANCED FACILITY MANAGEMENT**

2016 - 2019

- CATERING SUPERVISOR/CLERK

- **Supervising Catering Operations** – Oversee daily food service operations, ensuring smooth workflow and high-quality service for clients.
    - **Order & Inventory Management** – Monitor food supplies, place orders, and maintain accurate inventory records to prevent shortages or waste.
    - **Staff Coordination & Scheduling** – Assign tasks, manage work schedules, and ensure catering staff follow hygiene and service standards.
    - **Customer Service & Client Relations** – Communicate with clients, handle special requests, and ensure customer satisfaction with food quality and service.
    - **Billing & Documentation** – Prepare invoices, track expenses, and maintain records of catering orders, deliveries, and payments.
    - **Health & Safety Compliance** – Ensure all food handling, storage, and serving processes comply with health and safety regulations.

- **UGANDA MUSEUM**

2010 - 2011

- MUSEUM ASSISTANT/ TOUR GUIDE

- **Conducting Guided Tours** – Lead visitors through museum exhibits, providing engaging and informative explanations about Uganda's history, culture, and artifacts.
    - **Visitor Assistance & Customer Service** – Welcome guests, answer inquiries, and ensure a positive and educational experience for all visitors.
    - **Help maintain displays**, ensure artifacts are properly handled, and update exhibit information as needed.
    - **Assist in organizing school visits, workshops**, and cultural programs to enhance public knowledge about Uganda's heritage.
    - **Manage ticket sales**, record visitor statistics, and assist with museum operations and event planning.

## Education

Course / Degree	School / University	Grade / Score	Year
Bachelor of Business Administration	Makerere university	2nd Class upper Division	2009 - 2012

## Skills

- .Cash Handling ,POS Operation and Till management
- .Excellent customer service skills
- .Multitasking & Time Management
- .Attention to Detail
- .Excellent numerical Ability
- .Flexibility and adaptability
- .Building customer Loyalty.
- .Computer and technical skills
- . Social and Cultural sensitivity.
- .Team work and Leadership skills
- Conflict management skills.

## Interests

- Traveling and Touring
- Community involvement and Volunteering
- Sports and Music
- Reading Studying languages
- Researching

## Languages

- ENGLISH
- HINDI
- ARABIC
- SWAHILI

## Personal Details

- Gender : Male