

Muhammad Umar Tanveer

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OBJECTIVE

I have 6+ years' experience in the exchange field as a Branch Supervisor/Cashier position and now I am seeking a challenging position in a reputed organization where I can learn new skills, expand my knowledge, and leverage my learning. To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

SUMMARY OF SKILLS:

- High level of concentration ensuring precision, accuracy and attention to detail.
- Sound organizational and planning skills.
- Works well under pressure with the ability to priorities.
- Excellent customer service skills.
- Outstanding interpersonal and communications skills.
- Having a relaxed attitude and able to deal with awkward or rude clients.
- Detail oriented and efficient.
- Proficient in Microsoft Office, Internet applications and various Windows applications.

PROFESSIONAL EXPERIENCE:

Saad Exchange, Abu Dhabi, UAE

Branch In-charge (April 2025 to Present):

- Supervise daily branch operations ensuring compliance with UAE Central Bank regulations.
- Manage and train front-desk staff to maintain service quality and efficiency.
- Responsible for cash handling, vault balancing, and end-of-day reports.
- Operate and monitor the Live.ex software for all transactional and compliance processes.
- Provide HBL Fast Transfer and Remitex services for quick and secure international remittances.
- Process bill payments include utility, telecom, and government services.
- Salary payment via WPS (WETEX system) ensuring timely payments to customers' accounts.
- Resolve customer complaints promptly while maintaining high satisfaction levels.
- Ensure full KYC documentation and AML compliance for all new customers.
- Coordinate with head office for operational updates and regulatory requirements.
- Maintain overall discipline, branch audit readiness, and high-performance standards.

Federal Exchange Company Abu Dhabi, UAE:

Customer Relationship Executive – August 2024 to March 2025 (1 Year):

- Processing customer transactions using Casmex, Transfast, Instant Cash, Ezremit, Uremit, IME and Western Union.
- Handles cash and foreign currencies.
- WPS Transactions
- Money and bank transfers to various countries, process and issue third party transactions.
- Send and receive inwards and outwards transactions.
- Verification of documents in Compliance with AML policies.
- Verification of the Daily Cash vouchers and the Daily Cash Available.
- Register customer transaction complaints, status and general enquiries.
- Dealing with foreign currency exchange (buying and selling) all major currencies.
- Attend counter customers, remittances sending and receiving from any part of the world, Telex transfers and Inter- UAE money transfer as per their request.
- Provides courteous customer service, including answering queries and assistance with their transactions.
- Maintaining and organizing records of the branch files as per compliance requirements.
- Aides in the preparation of daily and monthly reports.

National Exchange Company, Abu Dhabi, UAE:

Branch Supervisor / Cashier - 2020 to 2024 (4.5 Years):

- Processing customer's transactions using Symex and Transfast system.
- Handles cash and foreign currencies.
- Money and bank transfers to various countries, process and issue third party transactions.
- Send and receive inwards and outwards transactions.
- Verification of documents in Compliance with AML policies.
- Verification of the Daily Cash vouchers and the Daily Cash Available.
- Register customer transaction complaints, status and general enquiries.
- Dealing with foreign currency exchange (buying and selling) all major currencies.
- Attend counter customers, remittances sending and receiving from any part of the world, Telex transfers and Inter- UAE money transfer as per their request.
- Answering direct calls and emails
- Maintaining and organizing records of the branch files as per compliance requirements.
- Aides in the preparation of daily and monthly reports.
- Supervising daily branch operations to ensure efficiency and adherence to policies and procedures.
- Managing and motivating a team of branch staff, providing guidance and support for their professional development.
- Managed branch operations and day to day activities like handling of vault, Prepare End of day report.

EDUCATIONAL QUALIFICATIONS:

- Bachelor of Arts : University of Punjab (Attested)
- Intermediate : Pak Poly Technical institute 3 years Diploma
- Matric : New Era Grammar School

Certifications:

- Health and Peace (WHO certificate)
- Photoshop Certificate
- Hotel Management E Learning Certificate
- E Commerce Amazon Certificate
- Forex Trading European University Certificate

PERSONAL DETAILS

Passport No : EW7798572

Date of issue : 24-01-2022

Date of Expiry : 23-01-2027

Age : 30 years

Date of Birth : 07-11-1995

Marital Status : Married

Languages Known : English, Hindi, Urdu, Punjabi & little Arabic

Hobbies : Watching movies, Playing Cricket

Nationality : Pakistan

Joining : 30 Days Notice Period

I hereby declare that all the above information furnished about me is true to the best of my knowledge and belief.