



## CONTACT ME

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Al Karama, Dubai, United Arab Emirates

## EDUCATION

### University of Mumbai

Bachelor of Commerce in Accounting and Finance  
2020-2023

### Anjuman I Islam Junior College

Certificate in Higher Studies  
2018-2020

### Fatima High School

Certificate in Secondary School  
2017

## LEARNINGS

- Management Skills
- Cashier
- Negotiation
- AML & KYC
- Communication Skills
- Relationship Manager

# DAKHANI MURTUZA

## ABOUT ME

Competent, Result Oriented, Driven through self Confidence Towards Achieving Goals and To works towards achieving greater success in career with consistency , Smart Working , Planning and Project Coordination With Potential and abilities to achieve Organisational goals , aims and objectives.

## WORK EXPERIENCE

### Central Bank of India, Mumbai

Teller, Aug 2024 - Jul 2025

- Provided guidance to customers on banking products, services, and digital channels to enhance customer experience.
- Assisting Customers with processing their transactions, such as deposits, withdrawals, NEFT/RTGS, cheque clearing, transfers, etc.
- Handle day-to-day cash transactions and managing high volume transactions during peak periods and minimizing TAT for customers.
- Ensuring adherence to banking regulation & policies pertaining to Anti Money Laundering (AML), Know Your Customer (KYC), Data & Information security etc.
- Review branch reports like end of day (EOD), cash position report, instruments issued and updating Key register regularly.
- Maintained accuracy in balancing cash drawers and reconciling daily transactions to minimize errors and discrepancies.
- Assisted in identifying customer needs and cross-selling relevant financial products such as accounts, loans, and cards.

### Trustee Savings Bank, Mumbai

Senior Fraud Consultant, Feb 2024 - Jul 2024

- Worked as an Senior Fraud Consultant Having a Proven track record of delivering results and exceeding performance expectations with maintaining Average Handling Time with customers and providing excellent service within the targetted time stated.
- Strong leadership abilities with a focus on motivating and inspiring team members with outstanding service ratings and through communication and interpersonal skills.
- Commitment to upholding the highest standards of integrity and professionalism.
- Analysing fraudulent scams and problem solving with understanding and putting safety before it happened.
- Understanding TSB system and getting knowledge to get quality outcome for customer and business.

## CERTIFICATIONS

- Libreoffice Calc 6.3 By Indian Institute Of Technical, Bombay.
- Mscit,Excel,HTML Certifications By Maharashtra Knowledge Corporation.
- Tally Erp And Tally Prime By Keerti Computer Institute.
- Quantum Learning Tally Prime With Tds And Gst , Value Added Course.
- UAE VAT and Corporate Tax Certification with Udemy.
- Train Learn And Earn By Indian Institute Of Chartered Accountant

## Cornelius and Dawar, CA Firm

Account Executive, Sep 2022 - Dec 2022

- Worked Under The Certified Chartered Accountant As Junior Accountant To Handle Task, Payroll, Account Receivables. Auditing, Etc Maintaining And Handling Cash Transaction And Records.
- Vouching Entries With Different Invoices.
- Having Work Experience With Accounting Software Such As Tally Erp 9 And Tally Prime, With Proficiency in Excel And Ms Office
- Tax Filings/returns By Collecting And Analyzing Financial Statements.
- Bills, Tax Payment, Rent, Subscription, Monthly Budget Preparation. Preparation Of Journal, Ledger, Cash Voucher reconciliation Of Bank Statement.etc.
- Actively Participate In Group Discussion And Presentation To increase Knowledge About Accounting Critical Thinking, Interest in Accounting Term Conducting Outdoor Taxation With Senior Team Members And Auditor At Client Business/organisation And Be Updated With Federal state,Central Authority Of Taxation.

## Achievements

- Appointed As A Publicity Head (Dile) For The Annual College Fest 'udaan' (2022)
- Management Head – College Independence Day (2018)
- Head Captain – For Incharge Of Discipline And Ethics (2015 & 2016)
- Certification In Monopoly Bidding (2nd Prize)
- Commerce 'A' Thon Commerce Association 2023
- Quantum Learning Tally Prime With GST And TDS Value Added Course 2023
- Retail Sales Management Within Educational Industry
- LinkedIn Certified and Proven Commercial Banking