

RESUME

Qamar Uddin Mohammed
Mobile: +971554033279,
quamaruddin@gmail.com
Dubai, U.A.E

Cover Letter

Dear Sir/Madam,

I am enclosing a copy of my resume seeking an opportunity in **administration**, within your company.

With my experience, I believe that I would be a valuable addition to your company and hope that if you have any questions that require clarification you may always contact me on the above contact details.

I stand as an endowed professional, **offering an exposure of 20+ years**; across diversified facets of **money exchange, customer Service, leadership skills**.

I have been employed with **Al Fardan exchange** with a position of a **Senior service officer** for over **10+years** now and prior to that I was employed as a Teller and **Customer service representative** for the period of **8+ years** at **Al Mirqab Exchange Co. LLC**.

I have gained considerable knowledge and experience in my time at these positions and would like to share this knowledge with your company. I am confident that my experience would benefit your company and that I would make a valuable contribution if I were successful in gaining a position within your organization.

I would like to meet with you personally to discuss this further and will follow up soon, in hopes of arranging a time to meet that is convenient for you.

Thank you for your time.

Sincerely,

Qamar Uddin Mohammed

RESUME

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Mobile: +971554033279,

E-Mail-Id: quamaruddin@gmail.com

Dubai, U.A.E



Seeking professional enrichment in **Money exchange** mainly in **administration and branch management**. To work in a growth oriented organization that encourages continuous learning, a place where I can utilize and enhance my skills to be a useful asset for the organization I work with.

EXECUTIVE SUMMARY

- ✧ Dynamic professional with 20 plus years of experience in the position of a senior officer in money exchange and client Relationship Management.
- ✧ Currently associated with Al Fardan Exchange, as Senior Officer. Deftness in handling walk-in customers.
- ✧ Efficient in dealing with clients in assisting them with financial needs such as cash withdrawals, deposits, funds transfers, loan/ credit card payments, wire transfers and foreign currency exchange.
- ✧ Demonstrated ability to quickly learn organizational processes, workflows, policies and procedures of the company. Proficient in managing & leading teams for running successful process operations & experience of developing procedures, service standards for business excellence.
- ✧ Extensive experience in supervising and rendering quality including customer service. Strong analytical, problem solving & organizational abilities.
- ✧ Expertise/Certification in anti-money laundering course.

CAREER SCAN



Since November 2013

Working for Al Fardan Exchange as a Senior Service Officer with below responsibilities.

Office Management

- ✧ Monitoring the entire branch activities at all levels in absence of branch Manager.
- ✧ Training all new on board employees on the process and policies.
- ✧ Responsible for client satisfaction and conducting timely surveys.
- ✧ Supervising monthly sales target of the branch with incremental results in every quarter.
- ✧ Ensuring the process is accurately maintained as per CBUAE guidelines, AML checks on all portals like Western Union, Remittance, WPS, Afex products, National Bonds etc.
- ✧ Responsible for taking surveys, sharing feedback and getting timely approval for the smooth processing and avoiding delay.



2004 -2012

Worked for Al Mirqab exchange Co. LLC Doha -Qatar as a Customer Service Representative with below responsibilities.

Accountabilities:

- ✧ Worked as a Main Teller, cashier for general and foreign currencies.
- ✧ Responsible for new remittance applications until required approvals are obtained.
- ✧ Received customer inquiries and meet their needs on the best way.
- ✧ Managing payment advice and payment orders.
- ✧ Managing staff payroll for loans and EOSB as per the policy.
- ✧ Supervising cash-in cash-out, safe to teller-teller to safe.

RESUME

ACADEMICS

- ✧ Master's in Business and Administration from SSIM, Hyderabad, India.
- ✧ Bachelor Science, Osmania University, Hyderabad, India.

Certifications:

- ✧ Anti-Money Laundry certification.
- ✧ Advanced Diploma In Marketing And Sales (ADMAS) From NIS, India.

Technical Skills:

- ✧ Higher Diploma in Computer Applications.
- ✧ Diploma in hardware and networking
- ✧ Microsoft Office package (word, Excel, Power Point, Access).

Languages Known:

Well versed with oral and written:

- ✧ English.
- ✧ Urdu.
- ✧ Arabic.

PERSONAL DETAILS

Date of Birth : 20th April 1976
Nationality : Indian
Marital Status : Married
Email : quamaruddin@gmail.com
Contact No : **+971554033279**

References:

Available on request.

(Qamaruddin Mohammed)