**Customer Service / Supervisor /Cashier**

**ZUBAIR**

ABOUT ME

To be Sufficient experience in money exchange Industry.

Proficiency in Customer Care Management.

Excellent communication skills-verbal and written.

Self-motivated to learn new technology and products.

Creative and innovative with high negotiation skills.

Ability to work independently taking initiative as well as part of a team to meet tight deadlines.

Sharp analytical and trouble shooting skills.
Advance knowledge of computer applications that can handle cash registers easily.
Knowledge in different clerical works, Cash Handling, Sales and Distribution, Foreign currency exchange, Retail banking.
Proficient in use of e-mail, MS application, etc.

Client interaction.

EXPERIENCE

**Premier International Exchange EST
Dubai-U.A.E**

**2017-Present**

**Branch Supervisor**

CONTACT

Responsible for the day-to-day operations of the branch.

Providing exceptional customer service and building rapport withclients.

Handling multi-currency corporate transactions to various destination

countries.

Buying and Selling of foreign currencies.

Promote to customer services and products, via customer education and

Cross-Sell referrals.

 C/o 0504973598

**Sharaf Exchange LLC
Dubai-U.A.E**

Product knowledge of WESTERN UNION-EXPRESS MONEY- INSTANT CASH-IME-TRANSFAST-UREMIT-HIMAL REMIT-EZETOP etc.

Managing Cash for EWPS team.

Keeping track of stock of foreign currencies and supplying to branches as per their requirements.

WPS accountsopening, depositing anddisbursement.Ensure safety health and security guidelines (Alarm’s-Cameras-Fire extinguisher) are in compliance.

Handling all customer queries, complaint, suggestions. Conduct customer due diligence and enhanced due diligence.Verifying and authorizing all remittances. Take instruction from compliance head on AML related issue. Controls the branch’s key movements. Safe keeping of all records.

Provides excellent customer service, handling multi-currency transactions.

Involve in marketing activities in Branch Area.

Dealing with bulk of currencies, Cheque payments and online transfers.

Preparing weekly and monthly report and submitting to manager.
Monitor branch service quality levels and coach staff to achieve appropriate level.

**Branch Supervisor**

**2011-2016**

MS-Office

Personality

 Zubair.378914@2freemail.com

LANGUAGE

Urdu

Arabic

Hindi

English

Flexibility

Team Work

Cash Management

Communication

Customer Service

SKILS

Buying and Selling of foreign currencies.
Dealing with other exchange houses.
Receiving cash against remittances to be sent to different countries.
Sending and receiving of WESTERN UNION-EXPRESS MONEY-TRANSFAST-UREMIT-INSTANT CASH etc.
Balancing branch cash and dispatching to Wholesale via Transgaurd.
Data entry of all the daily basis documentation.
Other assigned duty.

**2002-2003**

Driving License
Place of issue Dubai UAE
Validity 14/Apr/23

Date of BirthApr-1-1985

Visa Employment
Nationality INDIAN
Marital Status Married

Games > Social Media

Zubair
(Applicant)

**2003-2005**

PERSONAL DETAILS

**Anjuman Arts Science and Commerce College
(Karnataka University Board)**

INTERESTE

Photography > Travelling > Cooking>

 I hereby declare that the above written particularsare true to the best of my knowledge and belief.

DECLARATION

**Anjuman High School
Karnataka -India**

**S.S.L.C**

**PUC II (Secondary)**

**Federal Exchange LLC
Dubai-U.A.E**

**FCY Cashier**

**2007-2010**

EDUCATION