



ABDUL RAHIM



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International city, Dubai

CAREER OBJECTIVES

A career with a progressive organization that will use my education, skills, abilities and experience, where I can effectively contribute to the organization operation and business development in any way that best, matches my skills and experience.

PERSONAL STRENGTH

Dynamic and flexible personality with effective Communication, fluency in English and Interpersonal skills are being made me confident always. Excellent co-ordination and presentation skills, Team player are the other advantages. Good knowledge about professional accounting, numerical skills, Office Administration, Responsible for meeting potential customers so as to win new business/clients, maintaining good relationships with existing customers and gaining repeat business wherever possible

WORK EXPERIENCE

SHIFT IN-CHARGE, AL ANSARI EXCHANGE

Dubai, September 2017 – present

- ☐ To perform duties and responsibilities of the branch manager and assistance branch manager during their absence.
- ☐ Assist the branch manager in formulating and implementing tactics to counter competition and to promote business through marketing activities.
- ☐ Monitor rate on available online tools and forecast currency rates to avoid possible losses, decide the rate to update in the rate board to attract new customers and retain existing customers while ensuring maximum profitability and protecting customer rights.
- ☐ Process daily client transaction, including deposit, withdrawals, utility payments, money exchange and money transfer.
- ☐ Resolve customer complaints independently, wherever possible and follow up for resolution of such complaints.
- ☐ Formulate business according to the market situation and available market information.
- ☐ Ensure the branch is fully compliant with compliance and AML rules, Policies and procedures of the company at all the times as per CBUAE and support compliance, AML department and Audit department for any requirements in line with the documentation.
- ☐ Opening account for individual and corporate customers, perform KYC procedures, input and maintenance of client data in the system and ensure the corporate registration booklets for companies are maintained with updated documents.
- ☐ Monitor the staff that they are strictly following KYC rules while conducting the transactions and coordinate to arrange the updated KYC documents for both individual and corporate customers.
- ☐ Provide adequate and necessary information whenever required by various departments.
- ☐ Reconcile cash drawers at the end of the shift maintained 100% accuracy of daily inbound and outbound currency shipments.

- ☐ Reviewing customers financial transactions to determine if there are money laundering or other illegal activity taking place and investigating suspicious transaction for potential fraud or criminal activity.

SALES EXECUTIVE, SHARAF DG

Dubai, 2015 - 2017

- ☐ Greet customers and create rapport.
- ☐ Provide fast, excellent and error free service to customers in a professional way while complying with SGOT standards.
- ☐ Communicating with customers, making outbound calls to potential customers, and following upon leads.
- ☐ Understanding customers' needs and identifying sales opportunities. Keeping up with products and service information and updates.
- ☐ Creating and maintaining a database of current and potential customers. Explaining and demonstrating features of products and services.
- ☐ Promote and cross sell new products and services introduced by the company among customers. Uphold standards of self-motivation, time management and productivity, and maintain a workspace that is clean, organized and professional.
- ☐ Ensure that stores and shelves are stocked with the right type and quantities of products and monitor store inventory based on sales and intake,

PROFESSIONAL SKILLS

- ☐ Excellent communication and interpersonal skills. Technical skills and team coordination.
- ☐ Quick learner.
- ☐ Ability to work efficiently under pressure, meet deadlines; adapt to a fast paced and multicultural environment.
- ☐ Ability to create maintain effective business relationship with customers.
- ☐ Hard working, perseverance in work related problems, punctual, enthusiastic.
- ☐ Leadership and integrity

PROFESSIONAL CERTIFICATES & ACHIVEMENTS

- ☐ **Certificates in advanced anti-money laundering.**
 - Al Ansari Exchange, 2018 - 2022
- ☐ **Fikrati award for nominating the best idea.**
 - Al Ansari Exchange - 2018
- ☐ **Employee of the month (Best performer).**
 - Al Ansari Exchange - Consistently (from 2019)

ACADEMIC QUALIFICATION

- ☐ **Bachelor Of Commerce - University of Calicut- India**
Major in finance and tax

COMPUTER PROFICIENCY

- ☐ **DIFFA** (Diploma in Indian & Foreign Financial Accounting)
- ☐ **Tally ERP 9**
- ☐ **Peachtree & Quick books**
- ☐ **MS Office**
- ☐ **POS & Western Union**
- ☐ **Arabic typing**

PERSONAL DETAILS

Name : Abdul Rahim

Nationality : Indian

Marital Status : Married

Languages known : English, Malayalam, Hindi, Tamil, Arabic (Read and write).

Driving License : Yes (Automatic)

Visa status : Employment visa

Passport number : M3015433 (Exp: **20-10-2024**)

DECLARATION

I hereby declared that all the above given details are true in the best of my knowledge.

Abdul Rahim

Place: Dubai