



# MUHAMMED ARIF

## OPERATIONS SUPERVISOR



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Abu Dhabi, United Arab Emirates



## PROFILE INFO

I am a detail-oriented individual with a proven track record of successfully managing a team of employees ensuring compliance with the company policies and regulations and providing exceptional customer service. My goal is to utilize my skills and experience to contribute to the growth and success of the organization while continuing to develop my professional skills and abilities.



## WORK EXPERIENCE

### Crypto Force UAE (Operations Supervisor)

2024-Present

- Monitoring and managing the daily buy and sell transactions of cryptocurrencies, ensuring they are processed efficiently and securely.
- Ensuring that all operations comply with regulatory requirements including KYC AND AML protocols. Mitigating risks associated with crypto transactions.
- Preparing and analysing financial reports
- Regularly reconciling cash, forex and accounts to ensure that all transactions are accurately recorded, especially given the volatility and complexity of cryptocurrencies.

### AL FARDAN EXCHANGE UAE (Branch Supervisor)

2010-2024

- On time monitoring of branch accounting and cheque clearance to release the transactions on time besides submitting the monthly reports.
- Oversee daily operations, including cash handling, foreign currency exchange and customer service.
- Maintains accurate financial records and prepares daily, weekly and monthly reports.
- Acting manager on weekends. Duties includes opening and closing, approving overrides, training new hires, monitoring cash limits and recommends corrective action if any deviations found.
- Decision making, ability to approve checks for tellers, scheduling breaks and ensuring quality customer service at all times
- Customer service representative duties including accepting credit card, opening of accounts, up-selling financial products and maintaining up to date knowledge of banking services and products.
- Implements new procedures for auditing transactions and identifying potential fraudulent activities.

### HERFY FAST FOOD COMPANY KSA 2007-2010 (Branch In-Charge)

- Responsible for managing the overall operations of the fast food store, which includes managing the team, ensuring customer satisfaction, managing inventory and ensuring that the store meets it's sales targets.

## EDUCATION



### University of Calicut, India

- BS Botany (2005)

## MY SKILLS



- Sound Knowledge of UAE Financial regulations and compliance requirements
- Reliability, multi-tasking, efficiency, accuracy, speed and ability to beat deadlines
- Excellent Written and Verbal Communication
- Excellent analytical and Problem Solving
- Customer support and retention
- Knowledge in MS Word, MS Excel, MS Outlook, Tally, Banking Specific Software

## TRAININGS



- AML/CTF AWARENESS
- INFORMATION SECURITY & CYBER THREATS AWARENESS
- FAKE CURRENCY AND REMITTANCE AWARENESS
- ANTI FRAUD AND RISK MITIGATION
- NATIONAL BONDS
- VARIOUS CORRIDOR TRAININGS
- BRANCH SECURITY ASPECT AWARENESS

## REFERENCE



MD NIZAM UDDIN

Alfardan Exchange-BIC

0568322010