



CURRICULUM VITAE

MUSHAHID ALI KHAN

BANKING SECTOR OPERATIONS PROFESSIONAL

Strong credentials in delivering superior performances under high pressure work situations.

CAREER OBJECTIVE

Seeking a role in the domains of Operations, Process Management Client, servicing with a progressive organization in Banking Sector.

PROFILE

- Dynamic and diligent talent with over 15 years of professional experience in financial and banking industry with renowned organizations in U.A.E.
- Demonstrated competencies in Process Management, Operations, Quality Management, Client Servicing and Customer Support Management.
- Prolific team leader and a motivator having ability to synchronize team efforts to maximize operational efficiency.
- Capable of driving work excellence initiatives to conclude optimum results. Strong credentials in exceeding performance benchmarks consistently.
- Highly organized and result oriented with creative aptitude and ability to perform under demanding work environments.
- Adjudged as 'Top-Performer' in every organization associated with it.
- Fine Tuned analytical skills

WORKING EXPERIENCE

L-M-Exchange, Dubai, U.A.E

Mar 2024 - May 2024

Position: Head Teller (Wholesale, ForEx, WPS, Remittance Department) Duties and Responsibilities:

- Managing Selling and buying foreign currency of 14 branches in U.A.E from the local customers
- Foreign exchange operations (USD/AED, EUR/AED, GBP/AED, JPY/AED, etc) based on customers' request
- Informing clients about the possibilities and conditions for buying and selling foreign currencies
- Handling WPS, Remittance and all money exchange issues
- Providing quality Customer Service at all times

Al Ghurair International Exchange, Dubai, U.A.E

Jan 2017 – Feb 2024

Position: Head Teller (Wholesale ForEx Department)

Duties and Responsibilities:

- Managing Selling and buying foreign currency of 14 branches in U.A.E from the local customers
- Foreign exchange operations (USD/AED, EUR/AED, GBP/AED, JPY/AED, etc) based on customers' request
- Informing clients about the possibilities and conditions for buying and selling foreign currencies
- Handling bulk cash in the exchange office
- Recording all foreign exchange transactions and comparing records with the actual state of cash
- Keeping prescribed records about the operations carried out
- Making deposits of money and documents entrusted to him/her as prescribed
- Checking whether the money being accepted is genuine, valid and intact
- Purchase sufficient amounts of the national and foreign currencies

CONTACT DETAIL

Mobile

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Email

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Date of Birth

January 10th 1971

Gender

Male

Civil Status

Married

Nationality

Indian

Visa Status

Employment Visa

Languages

English, Arabic, Hindi, Punjabi

Driving License

Holding Valid U.A.E Driving License until Jan 2025

Mashreq Bank PSC, Jebel Ali Branch, Dubai, U.A.E May 2008 – May 2016

Position: Counter Service Specialist

Duties and Responsibilities

Operations Management

- Managing the process of Cash Payment, Receipt, Inward and Outward Clearing Process.
- Handling various general banking operations viz. Opening of Accounts & Fixed Deposit.
- Closing of Savings account Current account. Easy saver, fixed deposits in the branch itself.
- Taking care of activities that need to be done on a daily basis for example, tallying of inventory, etc.

Team Management:

- Training Leading & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
- Creating and sustaining a dynamic environment to foster development opportunities and motivates high performance amongst Team members.

Client Relationship Management:

- Managing customer centric banking operations
- Forwarding customer instructions to the concerned department
- Ensuring customer satisfaction by achieving delivery & service quality norms.

Major Responsibilities:

- Streamlined customer servicing process and facilitating retention of high profile clients with focused and augmented services.
- Providing complete support to ensure smooth banking operations.

Wall Street Exchange Center, Dubai, U.A.E

Jul 1998 – Mar 2008

Position: Main Teller - Forex Currency Exchange

Duties and Responsibilities:

- Buying & selling various currencies of the world.
- Taking requests for Demand drafts & Telex Transfers
- Foreign currency export to ROYAL BANK OF SCOTLAND
- Acceptance of credit card payments for various Banks

EDUCATION/QUALIFICATION

- Bachelor of art from Rehk hand university Bareilly, India

SKILLS

- Good interpersonal and communication skills
- Confident and Self motivated
- Be able to work individually or as a team with or without supervision
- Flexible and adapt to different working environment quickly
- Ability to work for long hours under pressure

REFERENCES

Can be provided upon request

DECLARATION

I declare that the information provided above is true and correct to the best of my knowledge.

Mushahid Ali Khan