



# AHMED IJAZ



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Dubai, United Arab Emirates

## PERSONAL INFO

Visa Status: Employment UAE

Religion: Muslim

Nationality: Pakistani

Marital Status: Married

Date of Birth: March 29 ,1992

## LANGUAGES

English

Urdu

Arabic Basic

## PERSONAL SKILLS

Attention to details

Communications

Customer Services

Active Listening Skills

Positive Attitude

## ABOUT ME

Responsible Cashier proficient in handling money, restocking merchandise and helping customers locate products. History of keeping work areas clean, neat and professionally arranged. Good listening skills combined with attentive and detail-oriented nature.

## WORK EXPERIENCE

### Teller

United Bank limited (Abu Dhabi Br) UAE | June 2022- Present

- Provided exceptional customer service by responding to individual client needs.
- Performed data entry services regarding client's accounts and transactions.
- Processed banking account transactions including withdrawals, deposits and foreign payments.
- Daily cash and cheque handling including foreign payments.
- Ensuring that the tills balance up at the end of the day.
- Handling all cashier related enquiries from customers.
- Process all inter Bank payments.
- Delivering customer's cheque Books and ATM cards.(Dispatching to other branches also).
- Maintained the ATM Machine to ensure Cash availability and efficient service.

### Head Teller

Universal Exchange Centre, Ajman Br. | April 2016 – May 2022

- Buying and selling of foreign currency to other Exchange houses.
- Receiving FC parcels from Pakistan, and from other Universal exchange branches.
- Sending FC shipments to Bahrain with given compliance and company's instructions.
- Create and maintain a positive work environment for all cashiers and outdoor staff.
- Balance cash tills when closing, ensuring the money matches the report and is stored safely
- Handling and processing cash transactions, refunds and returns in compliance with established policies and procedures.
- Spotting the opportunities to cross sell the company's products while doing the cash remittances by engaging them in positive conversation.
- Take care of the customers and giving them good hospitality with attractable way of talking and providing them information on their demand.
- Handling customer's disputes regarding non payments of remittances.
- Managing the branch petty cash and reconciliation of branch related GLs.
- Open and close the branch cash, and transfer currencies and cash to main branch.
- Assist manager in daily processes and make sure that they in a streamline.
- Sale and purchase of currency, and maintain the balance of cash flows and the draws.
- Execute remittance transactions in accordance with the company policies.
- Maintained the ATM Machine to ensure Cash availability and efficient service.
- Build relationships with companies and convince them to do WPS and FCY transactions with us.

### Cashier/Teller

Dollar East Exchange Co. Pvt Ltd | Nov 2013 – Mar 2016

- Verifying customers' information through checking their Identifications and other required documents.
- Executing financial transactions in accordance with the company policies and procedures while maintaining an acceptable record in daily drawer balancing.
- Balancing currency in cash drawers at ends of shifts and calculating daily transactions.
- Following all policies and guidelines carefully including internal security measures, legal aspects and regulations of the Pakistan Monetary Agency to ensure the safety and security of customers and company's assets.
- Maintaining foreign currency balance and cash flows.
- Executing the Telegraphic transaction (TT) and demand draft (DD) transactions.

## PROFESSIONAL SKILLS

- Good knowledge of processing remittance payments (inward & outward ) & foreign currency exchange .
- Cross Sell Company's product & services.
- Assisting with administrative tasks
- Resolve customer complaints, guide them and provide relevant information

## EDUCATION

**BBA (hons) Marketing**

GIFT University, Pakistan | 2009-2013

## UNDERTAKING

I hereby declare that all the information above is true to the best of my belief.