

SHAMS UR REHMAN



SENIOR BUSINESS DEVELOPMENT EXECUTIVE , ACCOUNTANT & CUSTOMER SERVICES, COMPLIANCES, CHIEF CASHIER, LOGISTICS

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📍 Hamdan street, Abu Dhabi , AE, 498

CAREER OBJECTIVE

A strategic thinker with excellent knowledge in numbers and financial terminologies and skilled in allocating the budget precisely having rich experience of 8 years in Banking & finance, Marketing, Chief Cashier, Admin and customer services. Proven track record to maximize the business opportunities. Skilled in Market research, Communicate and personalize people to maximize the profit. Expertise to set strategic priorities and give clear strategic directions.

PROFESSIONAL EXPERIENCE

CLUSTER BUSINESS DEVELOPMENT INCHARGE, CHIEF CASHIER, AML& KYC

ALFARDAN EXCHANGE, Abu Dhabi, AE / Dec 2015 – Feb 2020

- On-boarding New Corporate for the International & Local Financial / Banking platforms and providing advisory services to the clients for the latest financial products.
- Wholly responsible for new business development while maintaining the existing client data base
- Answering customer complaints, branch details inquiries of transactions.
- Basic knowledge about FUND TRANSFERS to different countries of ASIA and Europe. Dealing corporate and individual clients.
- Attending customers for making remittances, currency exchanges, demand draft and telex transfer.
- Basic knowledge about cash handling and reconciliations of different reports related to cash activities.
- Listen and respond to customers' needs and concerns.
- Provide customers information about products and services.
- Handle returns and compliance, record details of customer contacts and action taken.
- Refer customer to managers or others who can help and provide more satisfactions.
- Performing a role of marketing and sales executive and visiting different companies and shops for Remittances and WPS registrations.+ Giving information on local promotions and activities and other info that provides valuable service.
- VAT and FTA related activities, Book keeping and submit tax files at the end of the month.
- TRN registrations and facilitate clients with new upcoming TAX chapters according to CENTRAL BANK OF UAE.
- Reconciliation of all reports at the end of the day and balancing and rectifying the entries.
- Closing branch accounts and complete knowledge of reconciliations of JV's.

BUSINESS DEVELOPMENT, ACCOUNTANT, CORPORATE TXNS COMPLIANCE INCHARGE, CUSTOMER SERVICES

ALFALAH EXCHANGE COMPANY, Abu Dhabi, AE / Feb 2011 – Apr 2015

- Co-ordinating sales, purchasing, distribution, warehousing and staff costs.
- Focusing on achieving customer acquisition, retention and cross sales.
- Managing the daily activities of the branch.
- Enforcing the company's policies, principles, and procedures.
- Inspiring and motivating staff. Identifying then addressing team training and development needs.
- Coaching and developing staff to do more and better.
- Rapidly and efficiently prepared customer and ATM cash and change orders.
- Processed exchange and foreign currency.
- Offer good rates to customers and other exchanges for Exchange of Foreign currency.
- Maintained friendly and professional customer interactions
- Having good knowledge about other money transfer and Wps.
- Full aware about KYC and AML attending meetings and seminars.
- Executed wire transfers, stop payments and account transfers.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Deal with other exchanges inquiries on the telephone, referring to the cash department.
- Answered telephone inquiries on banking products including checking, savings, loans and lines cr.
- Supervised accounts receivables clerks, team of seven.
- Compiled financial reports pertaining to cash receipts, expenditures and profit and loss
- Performed complex general accounting functions, including preparation of journal entries.
- Prepared accurate financial statements at end of the quarter.
- Maintained integrity of general ledger, including the chart of accounts.
- Generated financial statements and facilitated account closing procedures each Month.
- Presented innovative digital media marketing presentations to executive decision makers.
- Evaluated current service needs and product satisfaction levels with established customers.
- Developed partnerships with local businesses to secure third party promotions.
- Worked closely with clients to identify their needs and challenges and provide solutions oriented campaign themes.
- Working as a DUNIA FINANCE agent and sale his products on daily bases like Labor guarantee, personal loans, business loans, car loans etc. Working as a agent for FIRST GULF BANK to sale electronic certificates.
- Maintaining and growing existing client relationships across full products suit.

OPERATION MANAGER (LOGISTICS, HEAD OF ACCOUNTS, BUSINESS DEVELOPMENT, GUESTS/CUSTOMER MANAGMENT

AL JAZEERAH HOTELS & IBRAHIMI RESTAURANTS

UAE (Feb 2020 DEC 2020) PART TIME

EDUCATION

UNIVERSITY OF PESHAWAR

GPA: 70 %

Peshawar, KPK

Master of commerce Banking & Finance (Feb 2010)

UNIVERSITY OF PESHAWAR

GPA: 72 %

Peshawar, KPK

Bachelor of Commerce Banking and Finance (Mar 2006)

RELEVANT COURSEWORK

Financial accounting, Cost accounting, Marketing, HR, BRM, Auditing, MIS
Economics, Market research Methods, Organisation Behaviour.

RELEVANT COURSEWORK

Cost accounting, Financial accounting, Management information system, Human resource methods, Marketing, Economics basics, Statistics, Business mathematics

AWARDS AND HONORS

1) EMPLOYEE OF THE YEAR 2014 (DHABI GROUP)

(CUSTOMER RELATIONSHIPS & CONVERTING HUNDI CUSTOMERS TO BANKING CHANNELS)

2) EMPLOYEE OF THE YEAR 2018 (ALFARDAN GROUP)

(INCREASING CLIENTS AND PERSONALIZE CLIENTS TO BRING THEM PERMANENTLY)

ADDITIONAL SKILLS

Business development & Administration	VAT & Accounts expertise	Marketing research and Policies implementation	Payroll & Wages Protections system
Team leader and Managerial Skills	Estimating and proposals abilities	Compliance and operation expertise	Risk assessments

LICENSES AND CERTIFICATIONS

1. AML and KYC Certified and Presentations.
2. Peach tree accounting & Quick book accounting certified, AFEX & SYMEX knowledge.
3. Typing courses certifications and Training.
4. Western union, Xpress money and Dunia finance training and certifications.

REFERENCES

MUHAMMAD ISMAIL:

PRO at Gulf express travels

(050) 444-9405 - ismailnasem@yahoo.com

MAJED HASSAN:

HR at Alfardan exchange

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Note: visit visa and valid until 20th January 2021