

# CIANA MASCARENHAS

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## **CAREER OBJECTIVES: -**

To seek a suitable and challenging position in an organization that compliments my skills and to utilize my experience and knowledge for personal as well as the organizational growth.

## **EXPERIENCE**

**FC CASHIER WITH 11 YRS EXPERIENCE IN EXCHANGE HOUSE OPERATIONS INCLUDING FC, REMITTANCE AND WPS.**

**16- MAY- 2021 – TO 8- OCT- 2022**

**FC CASHIER, GCC EXCHANGE**

To increase FC revenue for the branch by quoting rates, buying & selling currencies.  
Responsible for achieving Business Target set individually and for the branch.  
Experience in Remittance, FC and WPS Operations  
Ensuring for AML and KYC Norms while performing transactions  
Responsible for customer service in the branches and training the newly joined employees

**10- FEB- 2020 – 05- JAN- 2021**

**CASHIER, MESRKANLOO INTERNATIONAL EXCHANGE**

Handling different types of currencies especially dealing with high volumes  
Verifying and ensuring error free data and accuracy in all the data input in the invoices  
Tallying the cash at the end.

**05- MAY- 2012 – 24- JUNE- 2019**

**SENIOR CASHIER & SUPERVISOR, LEELA MEGH EXCHANGE**

Responsible for 3 branches; Sharjah industrial area Arabian center. Mall of Emirates  
Fixing the rates for Forex and remittance for various countries  
Acting as company's AML Officer  
Ensure all staff members are following KYC norms as per UAE and Central Bank Authorization transactions.  
Maintenance of documentation for AML report under the guidelines of Central Bank.  
Conducting auditing of the branch, Cash checking, system checking, AML checking, Staff performance, receipt and payment vouchers.  
Ensures that interior and exterior of branch is maintained to company standards.  
Managing Team towards meeting Business goals by allocating Daily/Monthly Targets  
Conducting weekly, monthly meeting and performance evaluations for all staff.  
Maintaining daily & monthly attendance and preparing over time reports.  
Customer Service: attending to emails and phone calls.  
Daily Cash/Foreign Currency dealing and interacting with other Department for various matters.  
Error free Checking of high value transactions, cancelled vouchers and remittance vouchers.  
Verifying bank wise transactions and authorizing the same.

## **EDUCATION**

- Passed higher secondary examination.
- Diploma in E-Office, through MICE Institute- India.
- Participated in FERG AML seminar in UAE

## **SKILLS**

- Excellent communication skills with colleagues and sub-ordinates.
- Multitasking abilities, with quick grasping power
- Calm and composed attire under work pressure.
- Good Typing Speed, with qualified Operating System Windows 8.7, XP and experienced in MS word and MS Excel.
- Meeting the dead lines with perfection and to the satisfaction to the management.

## **ACHIVEMENTS**

Certificate of Achievement received for six times "Employ of the Month".

## **PERSONAL DETAILS**

- Date of Birth – 17 December 1991
- Language Known – English, Hindi, Konkani
- Nationality – Indian
- Religion – Christian
- Visa status – Visit Visa