



## Mughees Tufail

**Date of birth:** 09/09/1995

**Nationality:** Pakistani

**Gender:** Male

### CONTACT

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### WORK EXPERIENCE

**01/07/2022 – CURRENT** Sharjah, United Arab Emirates

#### Branch Supervisor Dirham Exchange Co.

- Manage day-to-day branch operations which involve serving regularly, processing remittance transactions, purchase and sale of foreign currency with a minimum turnaround time.
- Reaching weekly and monthly targets set for the branch.
- Ensure compliance to all AML and KYC procedures and report any deviations to the management.
- Maintain the documents like Trade License, Central Bank License, Tenancy Contract, Security Alarm, CCTV and all necessary documents. Ensure branch premises are neat and clean to enhance the customer experience.
- Maintain Safe-in and Safe-out Register. Submission of Monthly Performance Report to the Head of the Operation.
- Analyze customer complaint and increase customer satisfaction. Taking feedback from the customer on the service and branch representative. Handle customer escalation and resolve customer issues keeping the mutual interest of Exchange and Customer.

**31/08/2020 – 30/06/2022** DUBAI, United Arab Emirates

#### Customer Service Representative /Teller Dirham Exchange Co.

- Providing with a best Customer Service giving customers information about products and services
- Accept cash from the remittance customer as per the payment voucher. Verify voucher in the system and generate cash receipt voucher. Ensure legitimate currency notes been exchanged.
- Purchase/Sale of foreign currency and in conversion in Dirham or any other currency at the prevailing exchange rate.
- Fake notes are to be reported immediately to the manager, who will take the necessary steps to Central Bank/Local police.
- Tallying of cash as per the system and deposit with treasury before end of the day.

**31/12/2018 – 29/08/2020** Dubai, United Arab Emirates

#### Client Service Officer/ Data Entry Clerk Backoffice Managed Solutions FZE Worked for Emirates National Bank of Dubai & HSBC Middle East Bank

Provided expertise as a Consultant to organization to help them in improving their business performance in terms of record management.

- Receiving and verifying documents as per control sheet/Checklist, from branches and department, CAU, AOD, MNT and Credit card files. Maintaining all document received by (Barcoding, Data entry, Document preparation.
- Scanning, Indexing and exporting documents in Database through Kofax Express/Scan Pro Software.
- Reporting to the line Manager/Supervisor on daily and weekly basis
- Receiving and Sorting the customer cheques. Responsible of customers cheque.

**31/05/2018 – 31/12/2018** Islamabad, Pakistan

#### Bank Teller Allied Bank Limited Pakistan

Key responsibilities:

- Responsible for handling customer financial transaction like deposits, withdrawals, transferring money.
- Counting cash, answering phones, managing ATM deposits and balancing the amount at the end of the day.
- Promote Bank's product and services.
- Analyzed customer accounts to find possible accounts they may be interested in and refer them to the personal banker or platform.

31/10/2015 – 29/05/2018 Islamabad, Pakistan

**Data Entry Clerk/Data Analyst** Anti-Narcotics Force Pakistan Government Organization of Pakistan

Responsible for conducting a variety of data activities.

- Work with large amounts of data, facts, figures and number crunching, need to see through the data to analyze it to find conclusions.
- Often called to present findings, or translate the data into an understandable document. Efficient in writing, speaking clearly, easily communicating complex ideas. Ability to work on multiple assignments and achieve objectives and deadlines
- To make use of data gathered and help to make better organization decisions.

## EDUCATION AND TRAINING

01/09/2014 – 02/03/2017 Pakistan

**Master in Commerce (Accounting & Finance)** Virtual University of Pakistan

Address Pakistan

03/07/2012 – 31/07/2014 Pakistan

**Bachelor of Commerce (Banking & Finance).** Abdul Wail Khan University Mardan, Pakistan

Address Pakistan

01/05/2010 – 02/06/2012 Pakistan

**Diploma of Commerce (Accounting)** Apostle Degree College Nowshera, Pakistan.

Address Pakistan

06/06/2018 – 13/06/2018 Pakistan

**Tellers Training Program** Allied Bank Limited Pakistan

Address Pakistan

31/07/2018 – 01/08/2018 Pakistan

**Limitless to the Service and Beyond** Allied Bank Limited Pakistan

Address Pakistan

22/11/2022 – 22/11/2022 United Arab Emirates

**AML/CFT Anti Money Laundering/ Combating Financing of Terrorism.** Foreign Exchange & Remittance Group. (FERG)

Address United Arab Emirates

20/07/2021 – 20/07/2021 United Arab Emirates

**Fraud Prevention & Counterfeit Currency Detection.** Foreign Exchange & Remittance Group. (FERG)

Address United Arab Emirates

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Urdu

**Other language(s):**

English

Listening  
C1

Reading  
C1

Spoken production  
C1

Spoken interaction  
C1

Writing  
C1

## DIGITAL SKILLS

Microsoft Word | Outlook | Microsoft Excel | Strong Computer Skills | Western Union | INSTANT CASH | TRANSFA  
ST | Symex | LIVE EX | Kofax