

The

Shamas Ali Mushtaq Ali

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Date of Birth : 02 August 1990
Marital Status: Married



OBJECTIVE

To work with a dynamic and motivated team of professionals, seeking goals for a professional career and Applying strategic and academic knowledge for challenging tasks, leading to the growth and development of organization and career development.

Work Experience

Sharaf Exchange LLC

Customer Service Executive (Feb 2022 to Present)

Key Duties & Responsibilities:

- Forex dealing.
- Grow the business by adding new business customer.
- Do marketing for improvement in business.
- Remittance.
- Company's pay roll processing.
- WPS processing.
- To work closely with other units in order to maximize cross sell opportunities.
- To comply with both internal and regulatory requirements while on boarding clients.
- To ensure that process/controls are adhered as per bank's guidelines.
- Properly KYC CDD EDD
- Achieve weekly and monthly transaction targets.
- Adhere to strictly to all operational procedures of the Company.
- Implement customer service skills acquired through trainings to improve business and customer satisfaction.
- Assist Supervisors to develop the necessary skills for career progression.

Bank Al Habib Limited

Chief Cashier & Customer Service Executive (May 2019 to Oct 2021)

Key Duties & Responsibilities:

- Accept deposits and Cheque payments.
- ATM replenished.
- Maintain an adequate cash drawer at all times; this includes buying and selling currency from the vault as necessary.
- Balance cash drawer in accordance with Bank procedures and regulations including the processing of cashed checks.
- Maintain the Bank record for audit purposes.
- Assist in ordering, receiving, verifying, and distributing cash.
- Answer customer inquiries and refer customers to the proper service area for issues that cannot be resolved at the teller line.
- Providing additional products including Personal Money Orders.
- Maintains the highest level of confidentiality with all information obtained.
- Promotes the bank's products and services.
- Perform as a team member in allocating and coordinating the workflow.
- Contribute to the fulfilment of department and company objectives and goals.
- Comply with all department and company policies, procedures and regulations.
- Other duties as assigned.

United Bank Ltd

Universal Teller (July 2015 to May 2019)

Key Duties & Responsibilities:

- Receive and count working cash at beginning of shift.
 - Identify customers, validate and cash checks.
 - Accept cash and cheque for deposit and check accuracy of deposit slip.
 - Process cash withdrawals
 - Perform specialized tasks such as preparing cashier's cheque, personal money orders, issuing and exchanging foreign currency.
 - Perform services for customers such as ordering bank cards and cashier cheque.
 - Record all transactions promptly, accurately and in compliance with bank procedures.
 - Balance currency, cash and checks in cash drawer at end of each shift
 - Answer inquiries regarding checking and savings accounts and other bank related products
 - Attempt to resolve issues and problems with customer's accounts.
 - Initiate and open new accounts
 - Explain, advise on and promote bank products and services to customers.
 - Ensure compliance with all internal controls and established policies and procedures.
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QUALIFICATION

University of the Punjab (Lahore)

(Complete in 2013)

Bachelor of Commerce (2 year)

(Cost Accounting, Business Taxation, Economics, Mathematics for Business)

Board of Intermediate & Secondary Education.

(Completed in 2011)

FSc (Mathematics, Physics, Chemistry)

Board of Intermediate & Secondary Education.

(Completed in 2011)

Matriculation

(Mathematics, Biology, Physics, Chemistry)

SUMMARY OF SKILLS.

- ❖ Teamwork.
- ❖ Problem Solving.
- ❖ Self-Motivated.
- ❖ Initiative.
- ❖ Accounting
- ❖ Customer Service.
- ❖ Interpersonal Skills.
- ❖ Multitasking.
- ❖ Capable To Work under Pressure.
- ❖ Analytical Skills
- ❖ Goal And Task Oriented.
- ❖ Smart Working

CERTIFICATE & TRAINING

MS EXCEL	Accounting Software
MS WORD	Accounting Software
POWER POINT	Accounting Software

LANGUAGES.

English	Fluent
Punjabi	Fluent – Mother Tongue
Urdu	Fluent - Native Language

Interest in Playing cricket, football and watching movies.

REFERENCES

Will be furnished on request.