



## **Ali Raza (CAMS - MBA)**

Position: **Executive Customer Experience (Teller)**

Experience: **10 Years Experiences in Banking and Exchange Houses**

Educational Qualifications: **Master in Business Administration (Finance)**

Mobile: **+971-568038275**

Driving License: **UAE Valid Driving License**

Current Location: **Musaffah 37, Abu Dhabi, UAE**

Email: **aelerza.ae@gmail.com**

Visa Status: **UAE Resident Visa**

### **Summary of Career**

- Presenting more than **10** Year diversified experience, within various industries environments like financial institutions.
- Having experience of best customer service and satisfying customer needs.
- Adequacy, accuracy & completeness of work.
- Studied and solved the problem faced in the office. Coordination with seniors, other departments for requirements and Inter Discipline Communication.
- Proficient in the use of MS Excel, MS Word, MS PowerPoint, Outlook and Database software's.
- Excellent communication skills, both verbal and written.

### **Major Roles in Various Organizations**

- Executive Customer Experience in (Wall Street Exchange LLC), UAE Aug 2018 - Till Date (03 Years)
- Customer Service Executive in (Sharaf Exchange LLC), UAE Oct 2015 - June 2018 (03 Years)
- Teller in (Allied Bank Limited), Pakistan Jun 2013 - April 2015 (02 Year)
- Counter Officer/Accounts Officer in (Habib Qatar Int'), Pakistan Nov 2010 - Jan 2013 (02 Years)

### **Educational Qualifications & Certification**

- Master in Business Administration 3.5 Year (Finance) – Virtual University Govt. Of Pakistan - 2014
- CAMS (Certified Anti Money Laundering Specialist) – ACAMS - 2022

### **Computer Skills/ Software Skills**

- MS Word, MS Excel, MS Power point, Outlook, Emails, Google Drive Sheets

### **Seminars / Trainings**

- Training On "Anti Money Laundering & KYC, CDD" – At Dubai UAE
- "Leading Customer Service" Certification - At Lahore Pakistan
- E-Certificate on "Clean Note Policy" – At Lahore Pakistan
- Computer based training "AML/CFT" – At Lahore Pakistan

## Employment Records

**Name of Institution:** Wall Street Exchange LLC | UAE  
**Job position :** Executive Customer Experience  
**Year :** Aug. 2018 – Till Date

*Wall Street Exchange LLC, since 1982 member of Emirates Post Group, has been providing a wide range of foreign exchange, money transfer and related services in the region. Our continued growth has allowed us to set up a worldwide network that includes offices in the UAE and Hong Kong. As Sales Consultant my duties are Customer services, Counter Sales, Cross Sell, Cash receive Payment, Making Remittance Applications and forex dealing. Assist customer with information pertaining to the product and services provided by company. Manage day to day activities like complaints, queries and compliance. Funding to whole sale department via transguard group. Achieve branch targets and contributing towards overall business goal.*

**Name of Institution:** Sharaf Exchange LLC | UAE  
**Job position :** Customer Service Executive/Operation Department  
**Year :** Oct 2015 – Jun 2018.

*Sharaf Exchange LLC, established in 1996, is part of Sharaf Group, one of the most respectable groups in the UAE The Group is headquartered in Dubai and operates in 40 countries across the Middle East, Africa, the Indian subcontinent and Asia. It employs more than 9,500 people drawn from a wide range of nationalities. As Customer service executive my duties were Assist customer with information pertaining to the product and services provided by company, like Remittances, Currency Exchange, Corporate remittances, Paycheck (WPS), Cash collection on the behalf of Mashreq bank and petty cash etc. Manage day to day activities like complaints, queries and compliance. Funding to whole sale department via transguard group. Purchasing bulk currencies from corporate customer with good margin profit. Achieve branch targets and contributing towards overall business goal. Work as acting supervisor in the absence of manager or supervisor.*

**Name of Institution:** Allied Bank Limited | Pakistan  
**Job position :** Teller/General Banking Officer  
**Year :** Jun 2013 – Apr2015.

*Allied Bank is a commercial bank in Pakistan. Allied Bank, with its registered Offices in Karachi and Lahore, is one of the largest banks within the country with over 1150 branches and ATMs. As I did work as teller plus General Banking Officer my duties were customer services, cash management, cash receive and payment, funds transfer, clearing inward and outward, account opening, foreign remittances, instruments issuance like PO, DD, CDR & TDR, Account settlement/Balancing, ATM machine replenishment, also know credits work like Allied fast finance.*

**Name of Institution:** Habib Qatar International Exchange | Pakistan  
**Job position :** Counter Officer/ Accounts Officer  
**Year :** Nov 2010 to Jan 2013.

*Habib Qatar Int' Exchange is exchange company having head office in Karachi. They are dealing with all currencies exchanges and also agent of western union. As a Counter Staff/Accounts Officer my duties were to support All Branch operation work, like customer service, Account settlement, Balancing, bank reconciliation, Cash receive and payment, western union send receive and petty cash.*

## Personal Details

- Date of Birth : 10<sup>th</sup> Mar, 1990
- Gender : Male
- Religion : Muslim
- Nationality : Pakistani
- Marital Status : Married
- Language Known: English, Urdu, Hindi, Punjabi, Arabic (Basic)