



# UMAR WAQAS

FRONT LINE ASSOCIATE &  
FOREIGN EXCHANGE OFFICE CLERK

## My Contact

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📍 United Arab Emirates UAE

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## Skills & Language

- **Proficiency English, Urdu, Punjabi**
- Leadership
- Time Management
- Customer service
- Excellent Communication
- Computer literacy Microsoft Office-Word & Excel
- Excellent Typing and Data Entry
- Problem solving

## Education Background

- University Of The Punjab  
Bachelor Of Commerce  
(Accounting & Finance)  
Completed in 2019
- Punjab Collage Of Commerce Rwp  
Intermediate Of Commerce  
BISE, Rwp, Punjab  
Completed in 2015
- F.G Boys Model School Islamabad  
Secondary School Certificate  
Completed in 2013

### Note:

Education all documents attested from MOFA in Pakistan & UAE Embassy in Pakistan.

## Career Objectives

### Front Office Associate & Customer Services

Who interacts directly with customers who provide customers needs & delivers effective solutions to problems. Committed to provide high quality customer care to create a positive environment. Personable & professional under pressure with positive, motivated and calm nature.

## Professional Experience

Great Union Exchange Company (PVT). Ltd  
March 2018 - Sep 2022

### KEY RESPONSIBILITIES:

- Follow compliance procedures, company policies and head office rules regulation.
- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Prepared daily End of Day sheet at the close of each business day.
- Provide support and information to customers, over the counter and by phone.
- Perform administrative tasks such as office filing, generating reports daily or monthly and maintaining mail correspondence.

## Certificate Of Training

Great Union Exchange Company (PVT). Ltd  
9th February, 2019

- Introduction, Supervisory & Legal Frame work for Exchange Companies.
- EC's Rules & Regulations.
- AML frame work & its reporting.
- Real time online currency software, Daily Transactions postings, Daily closing, Monthly closing, Expense/Income vouchers, Backup records and Customized reports for company and SBP.
- Book-keeping/Compliance procedures and record maintenance.