

FAZLUL KADER

Professional Résumé

Address : Sajja Industrial area Sharjah
Visa Status : AL FALAH EXCHANGE.COMPANY
Contact : +971563411829
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Professional Career Summary:

A mid level executive with extensive hands-on experience of 8 years and track record of successful accomplishments in managing the company finances and working in coordination with the management to increase revenue production of the organization.

- Strengths/Skills**
- Result-oriented, adaptable, self-motivated, and multilingual customer service professional with good multitasking experience. An avid learner and a strong team player, with competitive oral and written communication skills.
 - A career-oriented graduate with one and half year in financial institution, with strong background in financial services.
 - Excellent interpersonal and communication skills with the ability to maintain a positive working relationship with co-workers at all levels

Education : Master of Arts (Bangladesh Studies), B.A, ma, (detail on Page # 2)

Work Experience

- Organization** : **M/S Al Falah Exchange Company. UAE**
- Organization Type** : Foreign Exchange and Currency Remittance Services
- About the Organization** : Al falah Exchange is a part of the prestigious 'Dhabi Group' of Abu Dhabi, owned by H.H.Sheikh Nahayan Mabarak Al Nahayan and other members of the 'Royal Family'. The group has operations in various countries with diversified interests in banking, finance, and telecommunication and in several other sectors. Simultaneously, we at the Alfalah exchange company, Abu Dhabi, are on the course to have a several branches in a very short time.
- Designation** : **COUNTER STAFF and CASHIER and WPS**
- Tenure** : December 28, 2011 to date
- Location** : Head Office, Shiekh Zayed the 2nd St.(Electra), Abu Dhabi, UAE
- Reporting to** : Branch Manager
- Area(s) of Experience** : Global Remittance, Money Markets Operation, Foreign Currency, Quality Assurance,
- Brief Job Description** :
- Managing a team of staff members including operations, service, marketing, and support personnel.
 - Submitting periodic reports on branch activities and performance to the higher management.
 - Check daily activity reports to ensure accuracy of all day activities and reconcile with MIS transaction report/make on line transactions.
 - Generate/Create customer member ship and registration through system as per standard procedures.
 - Collect data from customers according to company standard KYC policy and maintain hard files for references.

- Preparing Daily WPS (Workers Protection System) data and final companies salaries files for sending to head office for processing.
- Maintain record of Customers Profiles for compliance and ensure availability of all information on demand by concerned.
- Resolve customer issues, provide customer with proper guidance and suggestion related
- Optimizing the asset management of the branch including cash purchase, holding, and sales.

Product Handling

- Ensuring quality complaint redressal and customer service.
- Ensuring the smooth run of the support operations and error-free completion of product cycles.
- Maintenance of other assets including fixed and non-fixed including the branch, computer and systems.

Knowledge/Familiarity:

- Telex Transfer
- Xpress Money
- Western Union
- Transfast.
- Instant Cash
- Global remittance experiences and a total knowledge across a full spectrum of global money markets.
- Foreign currency- Retail and wholesale of banknotes with competent rates.
- Correspondence with Customers on phone, by email and by forwarding official quotations.
- Quality controller and a technical authority in various aspects of assignments.
- Acts as a settlement partner of certain institutions by accepting dues from their respective customers.

Professional Certification & Academic Education

	Certification / Degree	Institution / University	Specialization / Major	Year
1	M.A	Third division / Dhaka ,Borat	Arts Studies	2005
2	B.A	Second division / Dhaka ,Borat	Arts Studies	2002
3	HSC	Second division / Dhaka ,Borat	Arts Studies	1999
4	SSC	Second division / Dhaka ,Borat	Arts Studies	1997

Computer Skills and Other Abilities

Sr.	Skills & Abilities	Proficiency Level	Last Used / Practiced
1	Word Processing (MS Word)	Excellent	Currently Using
2	Soft Presentation (MS Power Point)	Good	Currently Using
3	Spread Sheet (MS Excel)	Excellent	Currently Using
4	Oracle Based Customized Accounting Software (ERP)	Excellent	Currently Using

Personal Information

Father's Name : MOKBUL AHMAD
 Permanent Address : Village : Chikondandi Post : Foteabad p/s Hathazari Dist : Chittagong
 Nationality : Bangladesh
 Date of Birth : 11-12-1982
 Passport No. : BR0065913
 Religion : Islam
 Language Competency : Bangladesh , Hindi , English

