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Dubai, UAE



INDIAN



4452089

## EDUCATION

Master Of Commerce: Finance  
**Madurai Kamaraj University**,  
India

Bachelor of Commerce:  
Management, Finance,  
Computer Applications  
**University Of Kerala**, India

# MIDHUN MATHEW

## PROFESSIONAL SUMMARY

Ambitious individual with excellent analytical abilities seeks Banking Officer role. Manipulates data to improve insight, enabling improved customer and business outcomes. Confident and productive under pressure to complete tasks within deadlines.

## WORK HISTORY

January 2021 - Current

**Al Ansari Exchange LLC - Operations Executive**, Dubai, UAE

- Reconciled cash drawers and daily transaction records to support accuracy.
- Audited fellow teller currency to contribute to dual-control procedures.
- Conducting surprise local and fcy auditing to branch staff.
- Completed accurate, high-volume money counts via both manual and machine-driven approaches.
- Supporting the accounting and auditing teams in their daily functions
- Co-ordinating branch compliance needs and customer kyc varifications.
- Identified and mitigated potential fraud and transaction risks.
- Organised and stocked teller areas to maintain readiness for daily customer flows.
- Explained bank services, financial products and applicable fees to customers.
- Adhered to vault security procedures and access requirements.
- Identified and resolved financial discrepancies and escalated critical errors to management.
- Conducted regular reviews and official audits to validate recordkeeping and controls.
- Maintained accurate and detailed compliance records.
- Ensured company policies were implemented and adhered to.
- Delivered end-to-end KYC onboarding lifecycle service for new customers.
- Guaranteed transparent transactions, enforcing compliance with established policies.
- Attended regular training to offer optimised customer care with exceptional service knowledge.

January 2018 - December 2020

**Uae Exchange Centre LLC - Service Officer**, Dubai, UAE

- Consistently met service quality targets by maintaining in-depth knowledge of bank products, services and best practices.
- Explained bank services, financial products and applicable fees to customers.
- Promoted products or services to each customer to consistently achieve sales targets.

- Identified and reported suspicious behaviour to security personnel as appropriate.
- Built and strengthened customer relationships through positive communication and rapport building.
- Guaranteed transparent transactions, enforcing compliance with established policies.
- Enabled smooth processing of financial transactions, working collaboratively with customers and company departments.
- Conducted end-to-end review of KYC records.
- Interpreted and analysed KYC data to accurately risk assess existing clients.

March 2014 - April 2016

**Uae Exchange & Financial services Ltd - Executive**, Kerala, India

- Monitored evolving foreign exchange rates and to track trends.
- Opened and closed currency exchange facilities, maintaining strict adherence to security procedures.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Audited fellow teller currency to contribute to dual-control procedures.
- Reconciled cash drawer and resolved discrepancies.
- Attended regular training to offer optimised customer care with exceptional service knowledge.
- Handled large quantities of cash safely and responsibly throughout deliveries and balancing procedures.

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## SKILLS

- Risk mitigation
- Due diligence
- risk management
- Financial audits
- Customer Communication
- Cash reporting
- Implementing policy and procedure
- Cash balancing
- Cash handling
- Mental arithmetic
- Exchange rate expertise
- Comprehensive currency knowledge