

Shahid Aslam Mughal

Pakistani

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Career Objective

Experienced in Fraud Risk Management, Consumer Banking, Contact Center Operations & AML Transaction Monitoring with major UAE Banks & Exchange. Looking for a new challenging role within Banking or any Financial Industry and bring value and innovation to the company.

Industry Exposure

Banking & Exchange	15 Years
IT & Technology	7 Years
Recruitment	2 Years

Professional Experience

Al Ansari Exchange	UAE	Transaction Monitoring Officer - AML	Sep 2022 – Present
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- Monitoring Travel Card, Digital Payment, National Bond, Cash Advance Payment, Western Union, Bill Payment Alerts.
- Auditing Source of Funds & Purpose of Transaction for Individual & Corporate Customers.
- Handling Internal Watch List Alerts.
- Reporting STR's to CBUAE.
- Doing Surveillance for CBUAE.
- Handling Al Ansari Exchange Mobile App (Digital Channel) for all products.
- Testing System for timely alerts & operations.
- Conducting Training for new joiners.

Upstream Recruitment	Remote (Part Time)	Recruitment Resourcer	Aug 2020 – Aug 2022
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Whilst looking for a full-time role, I decided to work part time with Upstream Recruitment as a Recruitment Resourcer to learn more about this industry, learn new skills and keep myself busy. Below are my main responsibilities:

- Resourcing for roles using various job portals including naukri and linkedin.
- Formatting CV's.
- Updating website with latest roles.
- Reviewing candidates and providing shortlist.
- Assisting in invoice generation.
- Assisting with credit control activities.

Al Hilal Bank	UAE	Multi Fraud Officer	Aug 2014 – Aug 2019
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- Providing best in Class customer service whilst investigating Fraud on High Net Individual's Accounts
- Designing and Implementation of Banking Fraud Policies, Procedures and Rules to avoid Future Fraud
- Assessing Credit, Operational & Market Risks
- Assessing Non-Financial & Financial Risks
- System Testing of new procedures and operating interface upgrades
- Handling Card Monitoring Operations including Visa & MasterCard Alerts
- General Administration, conducting audits, and preparing Key reports for senior management of fraudulent activity
- Due Diligence on Customer Accounts including Multi Fraud Prevention, Detection, and Investigation

Commercial Bank of Dubai	UAE	Senior Fraud Analyst	May 2010 – July 2014
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- Monitoring Credit Card Transactions of High Worth Clients and communicating closely with them to ensure any instances of Fraud were captured early and investigated
- Preparing Daily & Monthly KPI's of Fraud Team
- Handling Fraud Disputes
- Attending Monthly Fraud Team Meetings
- Training of Junior Analysts on communication and customer services skills, and IT Systems

Habib Bank AG Zurich	UAE	Call Center Agent	Sep 2008 – Aug 2009
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- Pre-Opening Team Member of Consumer Banking Call Centre involving Installation of IVR (interactive voice response) system for the contact centre including testing, resolving bugs and error management
- Installation of IT & Telecom systems and equipment
- General day to day IT first line support tasks
- Upon opening, my duties were to handle Customer calls involving a range of debit/credit card issues, account queries and other consumer banking related questions

ADCB	UAE	Phone Banker	Sep 2006 – June 2008
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- Handling All Services, Requests, Complaints, queries for Consumer Banking Customers at ADCB Contact Center
- Maintained Highest Quality service and Banking Automated Transaction Services Standards
- Team Member of ISO Certified Contact Center

HP ME	UAE	Product Promoter	Oct 2005 – Dec 2005
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- Promoting HP Printers, Scanners, All in one Copiers at Plug Ins to achieve sales targets
- Selling HP IPAQ products at Jacky's Electronics and HP Laptops at Jumbo Electronics

Al Ayadi Computers	UAE	Freelance Sales Executive	Nov 2004 – July 2005
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- Handling Sales & Marketing of company's various IT Services – hardware, software, set ups
- Attending Sales Meetings & providing Quotations, converting into revenue for Al Ayadi
- Analyzing & Reviewing monthly sales
- Supporting Clients in Dubai & Northern Emirates

Royal Mirage Hotel	UAE	IT Systems Officer	April 2002 – May 2004
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- Supporting the IT Dept Operations & Assisting the IT Manager
- Supporting Novell, Micros Fidellio, NAS, MS Exchange & Wing Guard Servers
- Supporting 150 Microsoft User Desktops & 60 Micros WS
- Supporting Hardware Devices such as Printers, Print Servers, Ricoh Network Photocopiers, Scanners, Switches, ISDN Adapters & Firewall
- Managing user policies, daily backups, data recovery, sharing ADSL internet on network, WLANS, Documenting reports and general daily IT services
- Pre-Opening IT Team member for Royal Mirage Phase II: The Arabian Courtyard, The Residence & Spa during 2002

Achievements:

- My friendly personality and excellent communication skills gave me the honor to provide IT Assistance to some of the Royal Dignities like H.H. Sheikh Saif Bin Zayed Al Nahyan UAE Interior Minister, Prince Andrews UK Royal Family, Al Thani Royal Family of Qatar & President of MBC Group
- Provided IT Assistance to IMF Delegates during Dubai 2003

Hantecc	UAE	Network Support & Sales	Aug 1999 – Aug 2001
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- Installing Peer-to-Peer Networks
- Providing Support for Microsoft Clients
- Attending Sales Meetings
- Reviewing & analyzing monthly sales

Education

Completed High School Graduation from The Pakistan English High School, Dubai UAE in 1998

Personal Skills

I am extremely hard working, a quick learner who is customer orientated. I have excellent communication skills and thrive when working under pressure. I am an Energetic person who enjoys working within a Team.

Professional Skills

- Multi Fraud Prevention, Detection, and Investigations , Policies & Rules
- Experienced in Contact Center Operations & Consumer Banking
- Implementation of new IT systems, software and hardware and IT LAN Support
- Can Design and implement Fraud Systems in new operations
- Developed Customer Service and Telephone Management skills

Certificates / Achievements

- Achieved Highest Annual Appraisal Ratings
- Successfully Completed Advanced Card Operations training at Emirates Institute for Banking & Financial Studies
- Successfully Completed Banking Fraud Training at SIMFOTIX Dubai
- Completed Card Center Operations Workshop at Al Hilal Bank Card Center
- Completed Anti-Money Laundering Workshop at Al Hilal Bank
- Completed training at ADCB Card Centre for Fraud Detection
- Achieved Certificate in Call Centre Operations from Emirates Institute for Banking & Financial Studies
- Achieved Certificate in Teleprofessional Customer Service Skills from ADCB
- Microsoft Certified Systems Engineer
- Certificate in Hardware Engineering from NIT Dubai
- Completed Interconnecting Cisco Networking Devices Course at New Horizons Dubai
- Certificate in Microsoft Windows from Alpha Data Dubai