



# UMAR WAQAS

Foreign Exchange Counter Staff ,Cashier  
& Front Line Associate

## Career Objectives

### Foreign Exchange Counter Staff ,Cashier & Front Line Associate

Foreign Exchange Counter Staff ,Cashier & Front Line Associate 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.

## My Contact

✉ umarwaqas44@outlook.com

☎ +971555352731

📍 Flat No 1808 Horizon Tower B, Al Rashidiya 1,  
Ajman UAE.

🌐 [www.linkedin.com/in/umar-waqas-24a232266/](http://www.linkedin.com/in/umar-waqas-24a232266/)

## 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:

All educational documents attested from MOFA in Pakistan & UAE Embassy.

## 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.
- FC dealing with customer buy and sell.
- Cash balance with system and exposure of branch.
- Maintaining open and interactive communication & Ensuring customer satisfaction.
- Create and maintain reports on customer interactions.
- Update customer records in our system, including notes about conversations and outcomes.

## 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.