

# MD. IMRAN KAIAS



## CONTACT DETAILS:



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Address: Al Ain, United Arab Emirates

## PERSONAL INFORMATION:

Date of Birth: 11/08/1993

Nationality: Bangladeshi

Religion: Islam

Marital Status: Single

Sex: Male

Visa Status: Employment Visa

## CORE COMPETENCIES:

- Planning and managing the work schedule and achieved goal by setting target.
- Holding about 2 year experience in Remittance/ Teller/ Customer Service.
- Self-motivated & Good team player.
- Items demand requirements and arranging the data for easiness of managing the work.
- Having cheerful & outgoing character.
- Self-motivated, customer oriented.
- Passionate and take pride in work.
- Possess excellent interpersonal, communication and organizational skills.
- Proven abilities in team management & customer relationship management.

## PROFESSIONAL SUMMARY

A dynamic talented and performance driven Remittance/ teller/ Customer service professional of progressively responsible positions in the exchange and sales service domain with proven proficiency & expertise in the sales & exchange with superb communication skills, builds customer loyalty by effectively resolving problems and quickly processing transactions supervision of Team. TWO year experience as a Remittance/ teller in Sa'ad Exchange United Arab Emirates. Being a cashier and having 2 years' experience of over UAE money exchange, I am looking forward a suitable position in a well-known organization, where I can make valuable contribution as well as enhance my professional experience and abilities.

## QUALIFICATION

- M.B.A in Finance from University of Science and Technology Chittagong, Bangladesh. ( 2017 )
- B.B.A in Finance from University of Science and Technology Chittagong, Bangladesh. ( 2015 )

## LANGUAGE SKILL

- English
- Urdu
- Bangla
- Arabic
- Hindi

## COMPUTER & PROFESSIONAL SKILLS

- Office Management
- Mailing and Software
- Microsoft Office, Excel ,Word, Power point
- Windows and Software Installations, Internet Operations
- Excellent Communication Skills
- Problem Solution abilities, Creative thinking, positive attitude

## EXPERIENCE DETAILS

### Sa'ad Exchange L.L.C UAE (Remittance/Teller) (2021– till date):

Sa'ad Exchange is a United Arab Emirates based company dealing primarily in remittances, foreign exchange and WPS bill payment services. We offer a full suite of diversified and innovative financial solutions in money transfer, foreign currency exchange and payments, catering to retail customers.

### Responsibilities and Duties:

- Executed customer transactions regarding cash, money order money exchange.
- Proficient exchanging thirty different currencies.
- Maintain balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintain friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties assigned by supervisor & inform foreign currency regulations.
- Preparation of cancellation statement & quote unit exchange rates, following daily international rate.
- Processing of foreign exchange transactions to various countries.
- Processing and verification of employee's salary by WPS through ministry of labour, UAE.
- Recording customer's transactions and issue computer generated slip.
- Maintained strict confidentiality of records and client