



# Ali Raza

## Profile

- Presenting more than 10 Year diversified experience, within various industry environments like financial institutions.
- Having experience in best customer service and satisfying customer needs.
- Adequacy, accuracy & completeness of work.
- Studied and solved the problem faced in the office. Coordination with seniors, and other departments for requirements, and Inter Discipline Communication.
- Excellent communication skills, both verbal and written.
- Good knowledge of AML, KYC, CDD, EDD and Compliance rules and regulations.
- Achieved CAMS certification and pursuing CGSS.

### Compliance Officer

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Abu Dhabi, United Arab Emirates

## Employment History

### Customer Service Specialist at Wall Street Exchange Centre LLC, Abu Dhabi

08/2018–Present

As Customer Service Specialist my duties are Customer services, Counter Sales, Cross Sell, Cash receive Payment, Making Remittance Applications, and forex dealing. Assist customers with information about the product and services the company provides. Manage day-to-day activities like complaints, queries, and compliance. Funding to the wholesale department via transguard group. Achieve branch targets and contribute towards overall business goals.

### Customer Service Executive at Sharaf Exchange LLC, Abu Dhabi

10/2015–06/2018

As a Customer service executive, my duties were to Assist customers with information pertaining to the product and services provided by the company, like Remittances, Currency Exchange, Corporate remittances, Paycheck (WPS), Cash collection on the behalf of Mashreq bank and petty cash, etc. Manage day-to-day activities like complaints, queries, and compliance. Funding to the wholesale department via transguard group. Purchasing bulk currencies from corporate customers with good margin profit. Achieve branch targets and contribute towards overall business goals. Work as acting supervisor in the absence of manager or supervisor.

### Teller at Allied Bank Limited, Gujrat-Pakistan

06/2013–04/2015

As I did work as a teller plus General Banking Officer my duties were customer services, cash management, cash receive and payment, funds transfer, clearing inward and outward, account opening, foreign remittances, instruments issuance like PO, DD, CDR & TDR, Account settlement/Balancing, and ATM machine replenishment.

## Certification

CAMS at ACAMS

12/2022

## Skills

Ability to Multitask .....	5/5
Effective Time Management .....	5/5
Problem Solving .....	5/5
Ability to Work Under Pressure .....	5/5
Communication Skills .....	5/5
Fast Learner .....	5/5
Ability to Work in a Team .....	5/5
Customer Service .....	5/5
Microsoft Office .....	5/5

## Languages

English .....	Very good command
Urdu .....	Native speaker
Arabic .....	Working knowledge

## Hobbies

News, Cricket, Social media,

Driving License, Abu Dhabi-UAE

## **Counter Officer at Habib Qatar International Exchange, Kharian-Pakistan**

11/2010–01/2013

As a Counter Staff/Accounts Officer my duties were to support All Branch operation work, like customer service, Account settlement, Balancing, bank reconciliation, Cash receive and payment, western union send receive and petty cash.

## **Education**

### **MBA, Virtual University Govt of Pakistan, Lahore-Pakistan**

04/2014

Master in Business Administration (Finance)

### **B.Com, Punjab University, Lahore-Pakistan**

08/2010

Bachelor in Commerce

### **Training, UAE**

- Training On AML/CFT, KYC, CDD and EDD.
- Leading Customer Service Certification
- Fraud Awareness Training
- Information Awareness Training
- Business Continuity Plan Training