

CURRICULUM-VITAE

DILDAR MOHSIN

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CAREER OBJECTIVE:

- ❖ **Professional Summary**
- ❖ Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills. Builds customer loyalty by effectively resolving problems and quickly processing transactions.

❖ **Skills**

- ❖ **Cash handling expertise**
- ❖ **Multilingual in English Urdu English, Urdu & Punjabi**
- ❖ **Rapid 10-key data entry**
- ❖ **Savvy relationship-builder**
- ❖ **Goal-oriented**
- ❖ **Self-sufficient**
- ❖ **Strong banking concept**
- ❖ **Cheerful**
- ❖ **People-oriented**
- ❖ **Excellent time management skills**
- ❖ **Positive**

WORK EXPERIENCE

JOB PROFILE:

- ❖ **DIRHAM EXCHANGE, AL MUTEENA BRANCH DUBAI UAE.**
- ❖ **Worked as Cashier from SEP 2022 till SEP 2023.**
- ❖ Executed customer transactions regarding cash, money orders and money exchange.
- ❖ Remittance from Instant cash, Western Union, Transfast & express money.
- ❖ Proficient in exchanging 30 different currencies.
- ❖ Maintained balancing record with 100% rate of accuracy.
- ❖ Proficient in using computers and other office equipment.
- ❖ Exceeded monthly sales goal.
- ❖ Recorded amounts received and prepared reports of transactions.
- ❖ Processed exchange and foreign currency.
- ❖ Maintained friendly and professional customer interactions.

- ❖ Trained new employees regarding money exchange procedures and cash drawer handling.
- ❖ Performed all duties as assigned by supervisor.
- ❖ I have a good knowledge of using different remittance products which includes, Transfast, Instant Cash, Western Union, Cash Express.
- ❖ Responsible for making Cheque payments and reports for the corporate transactions.

❖ TARIQ GLASS INDUSTRIES, PUNJAB PAKISTAN

❖ Worked as sales representative, From March 2021 to March 2022

- ❖ Selling products or services to customers, and representing the brand
- ❖ provides ongoing support and communication with key customers throughout the geographic region.
- ❖ Reaching out to potential leads through a variety of channels, such as email, phone, text, and social media.
- ❖ serves customers by selling products and meeting customer needs
- ❖ Answer questions about the products
- ❖ Emphasize the features of products to highlight how they solve customer problems
- ❖ Identify prospective customers, lead generation and conversion.

❖ AL MADINA RAXINE, MULTAN PAKISTAN

❖ Worked as a Cashier Feb 2018-Sep 2020

- ❖ Registers sales on a cash register by scanning items, itemizing and totaling customers' purchases Collect payments whether in cash or credit
- ❖ Manage transactions with customers using cash Keep reports of transactions. Keep reports of transactions.
- ❖ Daily monitor sales transactions
- ❖ Understanding that it is the perception in the employee's mind that really matter.
- ❖ Maintained friendly and professional customer interactions. Resolves customer issues and answers questions.
- ❖ Track transactions on balance sheets and report any discrepancies.
- ❖ Handle merchandise returns and exchanges.
- ❖ Customer satisfaction-oriented.

PROFESSIONAL CERTIFICATE

- ❖ **BACHELOR OF BUSINESS ADMINISTRATION (BBA HONS)**
“UNIVERSITY OF EDUCATION LAHORE”.
- ❖ **High school passed GARISSION GRAMMER H.S.S MULTAN.**

TECHNICAL KNOWLEDGE

- ❖ **General Software: SYMEX, LIVE X, Word, Excel, Power Point, Internet.**

ROLES AND RESPONSIBILITIES

- ❖ **Good communication skills.**
- ❖ **Strong belief in team work and committed workmanship.**
- ❖ **Sincere and hard worker.**
- ❖ **Ability to handle extreme situation.**

PERSONAL TRAITS

- ❖ **Hard working. • Quick learner • Friendly.**
- ❖ **Motivated.**
- ❖ **Written and verbal skills**
- ❖ **Interpersonal Skills**
- ❖ **Active Listening Skills**
- ❖ **Positive Attitude**
- ❖ **Time Management**

PERSONAL PROFILE

❖ Date Of Birth	01/05/1998
❖ SEX	Male
❖ Nationality	Pakistan
❖ Marital status	Single
❖ Visa Status	Employment

TRAININGS AND WORKSHOPS

- ❖ Customer care and cash handling.
- ❖ Basic Anti money Laundering and Countering the Financing of Terrorism.
- ❖ Fraud Prevention and Counterfeit Detection.
- ❖ AML/CFT Typologies in Exchange Houses & Suspicious Transaction Indicators.

❖ DECLARATION:

I hereby declare that the above furnished details are true to the best of my knowledge.

DILDAR MOHSIN