

BISHAL MAINALI

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With an objective to develop a career focused in self-development hand in hand with the growth of the company as a valuable asset, contributing quality ideas and striving for excellence in the job role assigned whereby attain twin benefits of job satisfaction and steady pace professional growth.

AL FARDAN EXCHANGE (ABU DHABI)

// Nov 2017 – Till Now



Teller, Customer Service & BCO

REDHA AL ANSARI EXCHANGE UAE (DUBAI) // Oct 2015 – Nov 2017



Back Office (Process associate)

KEY ROLES AND OBLIGATIONS

- Handing Inward & Outward Remittances
- Generate new business through presentation of the products and procedure.
- Explain, promote or sell Third Party Products to the customer.
- Address the customer queries and complaints and refer to appropriate internal resources for resolution
- WPS transactions.
- Dealing with all FCY cash.
- Handling and solving all customer complaints
- Ensure quality services and customer satisfaction
- Attending customer queries & following up with the bank resolving customer problems.
- Closely following returned or rejected transaction and coordinating with customer to settle this case.
- Forwarding Amendment and Stop Payment requested to our corresponding bank after checking proper documents against requested by branch to settle the case as soon as possible with customer satisfaction
- Ensure that all the transactions are complying with UAE Central Bank regulations as well as correspondent Banks requirements and internal policies.
- Monitoring big amount transactions as part of AML procedure
- Document verification of all high value OPO and IPO transaction.
- To check the correctness of the KYC data captured by the FLAs.
- To check the all the supporting document for all high value transaction e.g., Source of funds and IDs DRIC form Central bank forms and other documents and PEP transactions.
- To check the any suspicious transaction and report to the AML department.



SKILLS

- Effective communication and interpersonal skills.
- Adaptable to change and work under pressure.
- Proactive, Punctual and Quick learner, Cross Calculation,
- Well known Office Package (Word, Excel, Outlook, Photoshop, Etc), Documentation Skills.
- Social Perceptiveness, Different types of currencies knowledge, Forfeited Notes, Exchange rate
- Paying attention to details of all types.
- Team builder, versatile and working under shifts, Flexible to working in multicultural environment.



EDUCATION

- Bachelor in Computer Application (BCA) // Dec 2009 - Jan 2014
Purwanchal University
- Certificate Level (Management) // Oct 2007 - Sep 2009
Purwanchal Higher Secondary School



ACHIEVEMENTS

- Employee of the year 2012
- Outstanding Performer Award 2011
- Best performance of the quarter 2018 and 2019 (Al Fardan Exchange)



PROFESSIONAL TRAINING

- Anti-Money Laundering (AML) Training.
- Annual AML / CFT & CBUAE standard training.
- Computer's skills - Office Package (Word, Excel, Outlook, Photoshop, Etc)
- Personality development, public speaking & leadership Training.



Personal Details

- Nationality: Nepali
- Languages Known: English, Hindi, Nepali
- Marital status: Single
- Passport Details: Nepali Passport valid till 04 Nov 2024 (With valid Employment Visa)
- Interests & Hobbies: Music, Mediation and Literature.