



RIZWAN ASHRAF

CONTACT

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- 📍 ABU DHABI, ABU DHABI

SKILLS

- Cash Handling
- Financial Transactions
- Retail Knowledge
- Educational Opportunities
- Welcoming Customers
- Retail Sales
- Sales Expertise

LANGUAGES

- **English**
Fluent
- **Urdu**
Fluent
- **Hindi**
Fluent
- **Punjabi**
Fluent

PROFESSIONAL SUMMARY

Motivated professional with successful experience in customer service and sales. Experienced in managing inventory, merchandising, and ensuring high standards of customer service. Excels in developing product knowledge and understanding customer needs to ensure excellent customer experience. Results-driven worker with experience providing exceptional customer service in fast-paced retail environments. Proven track record of increasing sales, managing customer relations, and overseeing store operations. Highly organized and with excellent communication and problem-solving skills.

EXPERIENCE

February 2022 - Present

CUSTOMER SERVICE and RETAIL SALES CONSULTANT TRAVELEX EMIRATES LLC

- Buying and selling more than 60 foreign currencies and company promotions
- Bank remittance and Western union
- Following Anti Money Laundering policies as per the Central bank
- Ensure compliance to legal and corporate requirements
- Dealing with more than 150 nationalities
- Maintaining international standards in customer service
- Managing the till stocks and working with the inventories on mandate
- Achieve individual KPIs / targets
- Fully investigate overs and shorts (differences) and report
- Maintained monthly performance and KYC updated reports on request
- Adhere to company and location policy and procedures, including Audit, Risk, Health & Safety, Security and customer service requirements.

July 2019 - October 2021

Assistant Manager LINK INTERNATIONAL EXCHANGE

- Trained new employees in product knowledge, customer service protocols, cash handling procedures, and safety regulations.
- Resolved customer complaints quickly and effectively while maintaining a high level of professionalism.
- Helped oversee the daily operations of the store, managing staff and inventory.
- Managed daily operations of the store, including scheduling staff, assigning tasks, and overseeing inventory control processes.

January 2014 - October 2018
CUSTOMER SERVICE OFFICER
UAE EXCHANGE CENTER LLC

- Handling all kinds of Bank transfers, Western Union transfers and Express transfers with respect to the Central Bank's AML Guidelines
- Handling Cash in both payment and receipts mode
- Accepting payments by cash and cheque
- Handling WPS-Salary disbursement (WPS registration, Funding, Payroll Preparation, Salary disbursement, Return Funding)
- Handling corporate registration & transaction
- Buying & Selling of Foreign Currencies & funding the same to Forex
- Updating remitter details and ensuring fast remittance processing
- Balancing the daily accounts at the end of each day.
- Guiding and problem solving for customer
- Maintaining monthly, weekly and daily reports of transactions
- Reconciliation and funding of ATM on daily basis
- Promoting Allied products such as Multi currency card, National Bonds & EZE Top
- Execution and implementation of the regulations issued by the Central Bank of the UAE and UAEEX Anti-Money Laundering policy & procedures in the branch
- Monitoring day-to-day transactions of the branch and report any unusual/structured/blacklisted/suspicious transactions to the AML Compliance Department

EDUCATION

August 2011
Bachelor in Commerce in Commerce
University of the Punjab, LAHORE, PAKISTAN

DISCLAIMER

I hereby declare that all the information furnished is true and correct to the best my knowledge.

CERTIFICATIONS

- CASHIER TRAINING
- AML TRAINING
- VALID UAE DRIVING LICENSE