

Shams Ul Huda

Assistant Accountant | Finance assistant | Bank Cashier & Teller

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Current Location: Dubai, United Arab Emirates (UAE)

PROFESSIONAL SUMMARY

Detail-oriented bank teller/Cash officer with over 3 years of experience in the banking and finance sector. Adept at efficiently processing and recording customer transactions daily with a keen focus on accuracy. Possesses excellent communication and customer service skills, ensuring a positive client experience. Specialized knowledge of banking policies and procedures, coupled with a strong foundation in accounting through a Bachelor's degree. Proven track record of maintaining precision in high-pressure situations, contributing to a seamless and reliable banking service. Committed to upholding the highest standards of professionalism and delivering exceptional service to clients.

KEY SKILLS AND ABILITIES

- Cash handling
 - Customer service
 - Sales & Marketing skills
 - Banking policies and procedures
 - Bookkeeping skills
 - Basic Accounting skills
 - Computer skills
 - T-24 banking software
 - Attention-to-detail
 - Human relations skills
 - Communication in English
 - Confidentiality
 - Work under pressure
 - Petty Cash Management
 - Communication and collaboration
 - Time management
 - Accounts finalization
 - Accounts finalization
 - Organizational skills
 - Negotiation skills
 - Interpersonal skills
 - Cash Management
 - Microsoft Office Suite: Word & Excel
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WORK EXPERIENCE

Cash Officer

March 2021 – October 2023

Allied Bank Limited – Pakistan

- Efficiently managed a wide range of customer transactions, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and the seamless opening and closing of accounts.
- Demonstrated proficiency in handling various types of financial transactions with a strong emphasis on accuracy and adherence to banking protocols.
- Carefully reconciled cash drawers at the conclusion of each shift, ensuring meticulous accounting of funds.
- Precisely counted and packaged coins and currency, maintaining a high degree of accuracy and attention to detail.
- Complied with established procedures by promptly turning in any excess or damaged currency to the head teller.
- Tracked, recorded, reported, and systematically stored transactional information and special requests, ensuring strict compliance with regulatory standards and internal policies.
- Maintained organized records, facilitating efficient retrieval of information and supporting audits as necessary.
- Proficiently handled cash, executed sales of bank products, and systematically maintained customer records.
- Demonstrated acute attention to detail, particularly in managing transaction specifics, ensuring accuracy in financial records and client information.
- Demonstrated strong communication abilities in initiating and managing customer interactions, promptly and professionally addressing issues or concerns.
- Identified customer needs and provided comprehensive information on new banking products and services, ensuring clients were well-informed to make informed decisions.
- Directed customers to appropriate branch representatives when specialized assistance or services were required, contributing to an enhanced customer experience.

EDUCATION AND QUALIFICATION

- **BBA(Hons) : Bachelor of business administration 2019**
(Accounting and finance, Marketing and HRM)