

Humaiyon Naseer

A.B.S



056-8261213



Humaiyon@hotmail.com

CERTIFICATIONS

Continuous professional development certificate by (Alfalah Exchange)

SKILLS

- Organization and time management
- Leadership and team management
- Communication
- Teamwork
- Problem solving
- Customer service

LANGUAGES

English

Urdu

Hindi

ABOUT ME

A confident and enthusiastic professional with solid experience in currency exchange, management, sales and marketing. Ready willing and able to play a key role in company development.

EXPERIENCE

Assistant Branch Supervisor GCC Exchange.

Oct 2022 - Present

Supervising the staff and branch operations in the absence of branch manager and supervisor and perform the branch manager duties as required

Ensuring that the company Anti-Money laundering policies and procedures are strictly adhered to.

Assessment of operation risk and recommendation on mitigating those risks.

Coordinate with all support departments including HR facility management, central operations, treasury bank notes e t c to ensure smooth performance of business.

Service Officer

2018 - 2022

UAE Exchange center llc.

Consistently improve service quality and increase sales by developing strong knowledge of company's allied product and services.

To display highest standard of customer care at all time, greeting customer in a polite and enthusiastic manner, paying attention at all time of their needs.

Professionally trained customer service officer with experience in foreign exchange, operations and administration.

Assistant Branch Supervisor Lulu International Exchange & Alfalah Exchange

2014 - 2018

I established work priorities, support staff and ensure deadlines are met and procedures are followed.

To response quickly and positively to question, requests, problems, or complaints raised by customer and to resolve them effectively and courteously.

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Able to communicate effectively with superiors and other staff members and listen alternatively to others.

Making of monthly and yearly branch budget including forecast and variance report.

Generate and distribute daily report and payments acknowledgment to appropriate personnel.

Closely monitor market and competitors actively to remain updated in the market.

Customer service officer

FEB-2014 TO DEC 2014

Alfalah Exchange

Managed day to day financial transactions of the branch.

Making of all types of online transactions eg western union, xpress money, instant cash etc.

Making of all kind of corporate transactions and home remittance.

EDUCATION

Bachelor of commerce

2005 - 2008

From University of Karachi

Fields of study: Management, Economics, Accounting, Auditing and Business mathematics.

COMPUTER KNOWLEDGE

**Application
Software**

Ms-Word, Ms-Excel, Ms outlook and Internet browsing