



SAIFAN RAFIQ KHAN

CUSTOMER SERVICE OFFICER

My Contact

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📍 H.NO.03 Near museum
roundabout bur-dubai Dubai

Skill

- ◆ Excellent customer service
- ◆ Problem solving
- ◆ Quick learner
- ◆ Excellent communication skills

EXPERTISE

- ◆ MS-OFFICE
- ◆ TALLY ERP 9
- ◆ MS-EXCEL
- ◆ ERP SYSTEM

Education Background

- Bachelor of commerce (ACCOUNTING) *Rani channamma university Belagavi*
Completed in 2019
- 12th *Islamiya pu Arts and Commerce college karnataka belagavi* Completed in 2014

Language

ENGLISH URDU KONKANI
HINDI KANNADA MARATHI

About Me

A Result-oriented person offers one year experience in Al Razouki Intl. Exchange as a customer service officer and I have one year experience in Banking & finance as a Relationship executive cum cashier. A straight forward person who is fast learner and always strives to get best result.

Professional Experience

Al Razouki Intl. Exchange (DUBAI)- Customer Service Officer (28 AUG 2023 TO PRESENT)

- ◆ To provide the best possible Customer Service, responding to all clients promptly and courteously and in a friendly manner.
- ◆ To make Corporate Bank Transactions globally and IMPS, NEFT and RTGS Bank transaction of customers to Indian, Pakistani, Sri Lankan and Bangladeshi Banks using companies automated online software i-e Casmax.
- ◆ To make Mobile Money transfers and Account Credit to Africa and cash pick up globally by using different money products mainly Express Money, Ria/IME i-e International Money
- ◆ Express, Himal Remit, Trans Fast Money Transfer, Speed Remit Money Transfer, Prabhu Money Transfer, Everest Remit and Instant Cash World Wide.
- ◆ To conduct DD (Due Diligence) and EDD (Enhanced Due Diligence) investigations to facilitate AML team from HO and raise STR and SAR to Compliance Officer.
- ◆ To make sure that all FERG and Central Bank UAE's obligatory AML compliance practices are met and in-house AML protocols are implemented within the bureau de change.
- ◆ To keep records of high risk customers and maintain appropriate audit trail and documentation to support the review and resolution of each payment alert.
- ◆ To transact "buys" and "sells" of local and foreign currencies and order currencies, keeping the bureau de change stocked to the levels shown on Casmax i-e the companies automated financial system.
- ◆ To deal correspondence independently to ensure emails are sent and responded promptly to customers to gain currency orders.
- ◆ To register new Companies in WPS PRO and Casmax and process monthly 300+ existing companies salaries through WPS PRO through C3 Card and My Salary Payroll Card.
- ◆ To adhere to all company policies as set out in the company's manuals, and to comply with all relevant legislation as instructed.
- ◆ To balance the till daily and carry out rectifications of errors if it occur.

AMER 7 MINUTES GOVERNMENT SERVICE (DUBAI)- CUSTOMER SERVICE EXECUTIVE CUM CASHIER (AUG 2022 TO Jul 2023)

- ♦ Greets and welcome customer once they arrive in office.
- ♦ Providing basic and accurate inquires for customer through phone call and E-mail.
- ♦ Giving information to customer regarding Emirates ID Process , medical process and Immigration related work.
- ♦ Preparing payment voucher for paying PRO commission on daily basis.
- ♦ Reconciling all the Invoices and Bank deposit transaction. Responsible for the accurate and timely allocation of cash.
- ♦ Transferring money into the noqodi wallet.
- ♦ Depositing large volume of cash into bank Account.
- ♦ Closing customer invoice as per the Immigration typist guidance.
- ♦ Preparing cash collection report at the end of the closing day and sending the report to senior Accountant.

CROSS DOCK GENERAL TRADING LLC (DUBAI)- ACCOUNT EXECUTIVE (JAN- 2022 TO JULY-2022)

- ♦ Preparing sales and purchase report for the company. Performing Accounts Payable and receivable duty. Preparing Invoices and receipts for vendors and customer.
- ♦ Checking daily stock movements in warehouse
- ♦ Preparing Inventory report on daily basis.
- ♦ Doing payroll duties transferring money to employees Accounts through WPS or cash.
- ♦ Preparing cash flow report.
- ♦ Reconciling all the bank statement and other documents etc.
- ♦ Verifying all the cheques and cash before depositing into bank.

MUTHOOT FINANCE BANK LTD. (GOA INDIA)-RELATIONSHIP EXECUTIVE CUM CASHIER (MARCH-2020 TO MARCH-2021)

- ♦ Building positive Relationship with the customer.
- ♦ Answering to customer inquires through phone call and E-mail.
- ♦ Assisting customer to carry out proper Documentation for loan process.
- ♦ Informing customer to pay loan interest on time.
- ♦ Opening bank Accounts for new and Existing customers.
- ♦ Managing customer transaction and closing Accounts when it necessary. preparing KYC Report for new customer.
- ♦ Maintaining digital and physical financial records.
- ♦ Handling cash transaction on daily basis.
- ♦ Managing petty cash transaction.
- ♦ Accept payments by cash and cheque.
- ♦ Carryout Administrative duty such as filing , preparing report , Scanning documents etc.....
- ♦ Preparing bank deposit transaction.
- ♦ Maintain cash movement vault & cash movement register.
- ♦ Preparing cash denomination report.
- ♦ Processing Money transfer transaction through WESTERN UNION , IME NEPAL and etc.....