

MUHAMMAD IBRAHIM



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📍 Abu Dhabi, UAE 🇵🇰 Pakistan

🎓 EDUCATION

Bachelor of Arts

University of Peshawar, Pakistan

🌐 LANGUAGES

| | |
|---------|-----------|
| English | ● ● ● ● ● |
| Urdu | ● ● ● ● ● |
| Pashto | ● ● ● ● ● |
| Arabic | ● ● ● ● ● |

👤 PROFILE

Experienced Head Teller/Cashier with nearly 8 years in Currency Exchange and Home Remittance, specializing in FCY, Money Gram, Instant Cash, Ria Cash, and GCC remittances in Abu Dhabi. Dedicated to delivering top-quality customer service with excellent communication skills. Proven ability to resolve issues efficiently and process transactions swiftly, ensuring high customer satisfaction and loyalty.

🧠 SKILLS

- Cash Handling expertise
- Customer service and sales oriented
- Excellent time management Skills
- Poised under pressure
- Solid written and verbal communicator
- Microsoft Office

👜 PROFESSIONAL EXPERIENCE

Malik Exchange, Head Cashier

Dec 2019 – present | Abu Dhabi, UAE

- Executed customer transactions regarding cash, inward/outward remittances and money exchange.
- Proficient in exchanging more than 30 different currencies.
- Maintained balancing record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceeded monthly sales goal.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange and foreign currency.
- Maintained friendly and professional customer interactions.
- Trained new employees regarding money exchange procedures and cash drawer handling.
- Performed all duties as assigned by supervisor.
- Collate all the financial transactions done in the daily operations of a business and record them in their respective accounts.
- Assessing each transaction in relation to Anti-Money Laundering policies.
- Dealing with other exchange houses regarding FC Sale/Purchase.
- Quote currency exchange rates and update the branch displays.

Malik Exchange, Cashier

May 2016 – Nov 2019 | Abu Dhabi, UAE

- Greeting customers with warm and friendliness as they enter the exchange.
- Executed customer transactions regarding cash, inward/outward remittances and money exchange.
- Providing excellent customer service by answering inquiries and resolving complaints.
- Handling cash transactions accurately and efficiently.
- Assessing each transaction in relation to Anti-Money Laundering policies.