



ROUNAK ALI

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ABOUT ME

Seeking challenges assignment that utilizes my competencies to grow with a dynamic and growth-oriented organization of repute. I venture into serving the organization with sincerity and honesty by making the best use of my skill and capabilities and upholding the dignity of being a true professional.

CUSTOMER SERVICE OFFICER (February 2023 Till Date)

EMIRATES INDIA INTERNATIONAL EXCHANGE LLP

- Handling speed and error free online remittances for various countries (Western Union, Global Instant Transfer, Bank Transfer Remittance, Local bank Deposit, online transfers etc.)
- Handling WPS registration procedures and assisting clients on processing their salary using WPS system.
- Responsible for preparation of daily cash deposits of the bank
- Execute customer foreign currency sale/purchase transactions.
- Ensure KYC and perform due diligence (CDD) and EDD new and existing customers.
- Adopt the standard AML\KYC policies of the company during the transaction and maintain proper customer filling as per company policy

REMITTANCE OFFICER TELLER (January 2015 to Dec 2019)

SHARAF EXCHANGE

- Handling speed and error free online remittances for various countries (Western Union, Global Instant Transfer, Bank Transfer Remittance, Local bank Deposit, express money, online transfers etc.)
- Extending superior customer service/ attending to customer queries and complaints, amendments and cancellation as per procedures.
- Cross selling various products to customers providing leads for business growth.
- Responsible for preparation of daily cash deposits of the bank.
- WPS Payroll solution, balance currency, coins, and checks in cash drawer at ends of shifts and generate daily report and currency reports.
- Assistance in the bank account opening
- Adopt the standard AML\KYC policies of the company during the transaction and maintain proper customer filling as per company policy

Organization:- AL FALAH EXCHANGE (January 2012 to Dec 2014)

Designation:- Head Cashier

- Interact with walk-in customer to satisfy their currency exchange need.
- Approve all transaction forwarded through MIS for outward remittance.
- Execute customer foreign currency sale/purchase transactions.
- Responsible for cash collection according to MIS report from customer and handing over a receipt for each transaction.
- Coordinate with branch supervisor for daily TT/DD and currency sale/purchase rates.
- Responsible for preparation of daily cash deposits of the bank.
- Balance currency, coins, and checks in cash drawer at ends of shifts and generate daily report and currency reports.
- Deposited salary by WPS system and single and bulk payment.

- Adopt the standard AML\KYC policies of the company during transaction and maintain proper customer filling as per company policy.

Organization:- COSTA COFFEE(Mar 2009 till Feb 2011)

Designation: Cashier cum Customer Service Assistant

- Enters purchases into cash register and computer to calculate the total purchase price.
- Counts money, gives change and issues receipt for funds received.
- Calculates discounts or references; requests customer identification for certain discounts and receipts as required.
- Maintains sufficient amounts of change in the cash drawer.
- Balances cash drawer and receipts; documents discrepancies.
- Keeps register area neat and stocked with necessary supplies.
- Assists in other areas of the store, such as clean-up, shelf-stocking, or keeping merchandise displayed in an orderly manner

Professional Training:-

April 2017 Customer service and Telephone Etiquette

January 2017 Advance AML Training

May 2016 Anti-Money Laundering Law.

EDUCATIONAL QUALIFICATION:-

Particular	Year	Institute
B.SC HCM	2010	Sikkim Manipal University
Bachelor of Arts	2007	C.C.S University
12 th	2002	C.C.S University

PERSONAL DETAIL:-

Nationality : Indian
 UAE License : Yes
 Linguistic Abilities : English, Hindi, Urdu (Read and Write) Arabic Work related,
 Strengths : Performing well under pressure, Ability to Lead, Excellent communication skills, Self-Motivated, Negotiating skills, Coordination, Client relations

I hereby declare that the information given by me is true to the best of my knowledge and I would put my best foot forward in order to produce good result for the organization.