



MUHAMMAD WIQAS

Shift-In charge

Contact Me

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Ruwais Adnoc Housing
Society Abu Dhabi, United
Arab Emirates

Birth Date

01/June/1992

Other Info

Skills

Customer service
Branch operations
Managerial skills
Problems solving

Languages

English, Urdu, Hindi, Punjabi,
Pushto, basic arabic

Interest

Summary

A competent professional with nearly 6 years and 2 months of experience in Cashing, Marketing, Relationship and Administrative Management.

* Associated with AL ANSARI EXCHANGE LLC, Abu Dhabi as Shift-In Charge

* Proficient in leading dedicated teams for running successful business operations and experience of developing procedures & service standards for business excellence

* A keen planner, strategist & implementer with demonstrated abilities in devising marketing activities and accelerating the business growth. * Abilities in handling all service activities, analyzing market trends & establishing healthy & prolonged business relations with clients.

* Skilled in performing all banking operations effectively & efficiently, coordinating with various departments & managing a variety of branch banking operations.

* An effective communicator with excellent relationship building & interpersonal skills

BRANCH BANKING OPERATIONS

* Monitoring the overall branch operations ensuring maximized growth and profitability

- Ensuring organizational, statutory and AML policies and procedures are followed to attain satisfactory audit rating.

- Overseeing profit center operations and accountable for increasing profitability and achieving business objectives within budgeted parameters Relationship Management

- Attending to investors / clients concerns and undertaking steps for effectively resolving them

- Monitoring clients' portfolio performance, conducting profitability analysis, rendering sustained advisory services for securing high ROI and increasing retention levels Team Management

- Imparting continuous on job training to workforce for enhancing their productivity & operational efficiencies through

Music, Travelling, swimming,
hiking, hunting

Others

UAE Driving Licence

knowledge enhancement / skill building

- Recruiting & managing a team of associates and monitoring their performance to ensure efficiency in process operations & ensure meeting of individual / group targets

Education

National University Of Modern Languages Islamabad

2013 - 2015

Master Of Commerce

University Of Peshawar

2010 - 2012

Bachelor Of Commerce

BTE Peshawar

2008 - 2010

Diploma In Commerce

BISE MARDAN

2006 - 2008

Matric

Experience

Al Ansari Exchange Llc

2021 - Present

Shift-In Charge

Job Responsibilities

- Foreign exchange cashier Handling administrative accountant activities for branch manager responsible for staff attendant plan; have been able to work in international local money transfer system foreign currency exchange, cashier system teller, selling banks products customer services.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance
- Assisted clients with various questions and concerns related to their accounts and bank products.
- Conducted each client transaction efficiently, accurately, and effectively.
- Maintained in-depth knowledge of bank products, services, and best practices.
- Provided customers with high level of service, privacy and

confidentiality, and friendly, welcoming attitude.

UAE Exchange Centre Llc

2018 - 2021

Branch Teller Operation

Job Responsibilities

- Providing customers, a personalized, friendly and efficient cashiering service.
- Taking payments from customers via cash, cheques and credit cards.
- Entering purchases into a cash register then calculating the total purchase price.
- Responsible for the accurate and timely allocation of cash.
- In charge of daily cashbook management and also bank reconciliations.
- Banking a large volume of cheques and cash daily.
- Identifying potential sales leads and referring them to colleagues.
- Recording of monies received and paid out.
- Undertaking till balancing & administration activities in an efficient manner.
- Helping to resolve customer complaints.
- Assisting with shelf stacking, sticking prices on items etc.
- Training new cashiers.
- Sorting, counting, and wrapping currency and coins.
- Compiling and maintaining monetary and also non-monetary reports and records.
- Balancing cash in the till with receipts

Nescafe Dolce Gusto Nestle

2015 - 2018

Sales Promoter Cum Cashier

- Assisting/dealing with customer's need ❖ Provide quality customer assistance ❖ Responsible for monitoring, auditing, requesting additional stock and everyday inventory
- ❖ Providing customers, a personalized, friendly and efficient cashiering service
 - ❖ Taking payments from customers via cash, cheques and credit cards.
 - ❖ Entering purchases into a cash register then calculating the total purchase price.
 - ❖ Responsible for the accurate and timely allocation of cash.
 - ❖ In charge of daily cashbook management and also bank reconciliations.
 - ❖ Undertaking till balancing & administration activities in an efficient manner.