



## SHIMRAN ALI

Master's in Business Administration (Finance)

5 years of Experience in Customer Service, Operations and Teller.  
UAE Driving license Holder

### Objective

To Secure a challenging position in a reputable organization to expand my Learning, knowledge and skills, while making a significant contribution to the Success of the company.

### Work Experience



AL ANSARI EXCHANGE, DUBAI.

Counter Staff and  
Operations 26<sup>th</sup>  
October 2020- Till Present

### Responsibilities

- Dealing in bulk amount in Dirham and different foreign currencies.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Process Corporate Transactions for corporate customers.
- Perform verification and reconciliation activities on high value Transaction.
- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Carry out smooth and error -free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Ensuring a pleasing branch ambience by daily inspection as per branch checklist, and reporting any discrepancies to branch head.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.
- Sending and receiving money, Payment of utilities, Mobile bills and act as a cash collection agent etc.
- Proficient with all major money transfer modes, like correspondent bank payout, a/c transfers, Western Union, Cash Xpress etc.

## Details

International City-Dubai  
United Arab Emirates.  
+971-565911520  
[Shimranali987@gmail.co](mailto:Shimranali987@gmail.co)

### Nationality

India

### Date of Birth

14/01/1999

### Language

English, Hindi,

### Achievements

- Selected as employee of the month twice among 14 staff.
- Advance Anti money laundering certificate 2021 and 2022
- Certificate for successfully completing Information security awareness course.
- Awarded by cluster head for cross selling the highest gold card in Jurf-2 branch.
- Continuous remain in top 20 list for the month of January and February for doing maximum transaction for Xpress money in the whole country.

### Key Skills

- Excellent oral and written English communication skills.
- Compliance specialist
- Excellent customer service skills.
- Excellent interpersonal skills.
- Excellent Microsoft/Open Office skills.
- Can work under pressure and in a fast-paced environment.

### **Responsibilities**

- Greet and understand customer needs.
- Perform transaction as per customer need
- Maintenance of cash book at the end of the day.
- Sale/purchase of foreign currencies.
- Perform transaction following central bank and FATF guide lines.
- Perform verification and reconciliation activities on high value Transaction.
- Assigning payments/receipts to the correct heads.
- Tallying system and physical stock for currency, drafts, and other instruments.
- Cross selling of various company products such as Go cash card, Gold card and National bonds.



**MANAPPURAM FINANCE LIMITED-(INDIA)**  
**Junior Assistant**  
**12<sup>th</sup> July 2017 –6<sup>th</sup> October 2017**

### **Responsibilities**

- Maintenance of Cash book register and stock register keeping record of cash in hand and cash transfer to/from other branch.
- Performing KYC and due diligence on Western Union Money transfer customers
- Cross selling of Reliance Mutual Fund, Exide Life Insurance Policy and Exide Medical Card
- Valuation of gold based on weight and quality and prevalent rates.



**ANAND RATHI STOCK BROKING FIRM-(INDIA)**  
**Trading Intern**  
**1<sup>st</sup> January 2017- 30<sup>th</sup> April 2017**

### **Responsibilities**

- Perform Intra-day trading, Derivatives trading, trading in Options and Future market.
- Track customers' stock portfolio, and advise customers on stock Choices.
- Ensured tracking of targets related to network expansion, monthly revenue, customer acquisition
- Mutual fund, ETF and SIF Advisor.

### **Computer skill**

- Extensive knowledge in building Microsoft-Excel, financial spreadsheets, Pivot table, lookup.
- Knowledge in designing power point presentations proficient in

### **Academic Profile**

**Master OF Business Administration**  
2015 - 2017  
Sam Higgin bottom University Of Agriculture Technology and Sciences.

**Bachelor OF Commerce**  
2012-2015  
University OF Allahabad.

**Intermediate (ISC)**  
2012  
ST. Joseph's College