

CURRICULUM VITAE



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PERSONAL DATA

Date of Birth	: 07 th April 1988	Nationality	: Indian
Place of Birth	: India (Hyderabad)	Religion	: Islam
Gender	: Male	Languages	: English, Hindi, Urdu & Arabic (Basic)
Marital Status	: Married	Current Location	: Dubai, UAE

OBJECTIVE

I am looking for a challenging position wherein I could be a productive and contributive member of the team or organization to utilize my 13 year of work experience in the field of Financial Services Industry.

During the above-mentioned period, I have shown high performance with sound knowledge of my field that led me to carry out duties as per the company's procedures.

PROFILE SUMMARY

- Master's in Business Administration with 13 years of experience in Branch Operations.
- Experience in Team Leadership, Business Excellence, Innovative & Communicative.
- Good experience in handling customers of different nationalities and providing satisfaction.
- Able to react quickly and effectively when dealing with challenging situations.
- Managing operations and overall functioning of the branch.
- Responsible for adherence to all guidelines and regulatory requirements in the branch.
- Proficient in Cost Management and Cost-effectiveness at the branch to ensure profitability, also manage that the Branch adheres to the Know Your Customer (KYC) and Anti Money Laundering (AML) norms at all times.

EDUCATION (Attested with UAE Embassy)

- **Master of Business Administration (MBA)** from Azad College of Engineering and Technology (Jawaharlal Nehru Technological University - India)
- **Bachelor of Commerce (B.com)** from St. Paul's Degree College (Osmania University - India)
- **Intermediate** from Gowtham Junior College (Board of Intermediate - India)
- **Secondary School Certificate** from Gems High School (Board of Secondary - India)

SKILLS

- **Technical Skills:** MS-Office (Word, Excel, PowerPoint), PDF Editing Tool, Typing & Tally
- **Other Skills:** Financial Analysis, Customer Service, Decision making, Team Leadership & Compliance

ACHIEVEMENTS

- Awarded Employee of the Month multiple times for outstanding performance.
- Received the Star Award for achieving the highest transaction volume in the region.
- Recognized for maintaining excellent adherence records and compliance with regulatory standards.

EXPERIENCE

Al Ansari Exchange LLC, UAE

Assistant Branch Manager | July 2023 – Feb 2024

- Oversaw branch operations, ensuring adherence to operational policies, internal controls, and regulatory compliance.
- Enforced strict compliance with Anti-Money Laundering (AML) policies and local/federal regulations.
- Managed and optimized cash handling procedures, maintaining accountability among cashiers.
- Monitored and maintained optimal stock levels of currencies to meet transactional demands.
- Reported directly to the Area Manager, providing regular updates and insights.
- Conducted monthly staff meetings to align branch objectives and strategies.

Shift-In-Charge | Nov 2022 – May 2023

- Supervise, train, coach and control the new joiners and departments in Branch and issue necessary directions.
- Motivate cashiers to increase productivity and improve performance.

Foreign Currency Cashier | Nov 2021 – Oct 2022

- Managed foreign currency exchange with precision, ensuring customer satisfaction.
- Excelled in identifying upsell opportunities for additional financial products and services.
- Demonstrated meticulous accuracy in counting and verifying banknotes and foreign currencies.

Remittance Clerk | Mar 2021 – Nov 2021

- Delivered exceptional customer service, efficiently handling inquiries and processing transactions with meticulous attention to detail, securing customer signatures on transaction vouchers for validation.
- Fostered customer loyalty and branch growth by cultivating strong relationships with key clients, contributing to an enhanced customer base.
- Ensured the integrity of high-value transactions by enforcing strict adherence to AML policies, overseeing the authorization process, and verifying necessary documentation for cheques, payouts, salary disbursements, and smart pay registrations.

UAE Exchange Centre LLC, UAE

Foreign Currency Cashier / Customer Services Officer | May 2015 – Jan 2021

- Maintaining the vault register and taking care of the vault.
- Accepting foreign currencies and remittances transactions from the customer.
- Purchase and sale of foreign currencies.
- Doing funding and transfer cash to Head Office-Forex division as per requirement.
- Having various kinds of allied products.
- Monitoring the rates and providing competitive rates to customers.
- Checking Forged /fake notes.
- Remitting money through Global Fund Transfer, Xpress Money, DT and Western union.
- Allocation of Salaries.
- Posting entries in the ERP on Regular basis and Preparing checks for payments
- Branch accounts.
- Handling enquiries.

Hawaladar & Associates Chartered Accountants, India

Junior Accountant | May 2010 – Oct 2014

- Provide accounting and clerical support to the accounts department.
- Responsible for updating account records, bookkeeping, maintaining journals and general ledgers.
- Managing daily vouchers entry and accounting documents files.
- Preparation of accounts payables and receivables.
- To calculate, prepare and issue bills, invoice, account statements and other financial statements according to established procedures.
- Maintaining Salaries of employees and Payment release.
- Maintaining issue vouchers and receipt vouchers.

Declaration: I hereby declare that the information furnished above is correct to the best of my knowledge and belief.

Mouzam Hussain