

# Hassan Shahzad

## Sales Consultant

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Experienced professional with over 5 years in the exchange industry, currently working as a Sales Consultant at Travelex Emirates Exchange LLC. Adept at handling currency exchange transactions and managing client interactions. Skilled in cash handling and familiar with forex market operations. Ready to leverage my background in customer service and financial transactions for a Forex Dealer role.

## Work Experience

### Sales Consultant

Aug 2023 - Present

*Travelex Emirates Exchange LLC, Dubai International Airport*

- Handle high-volume currency transactions daily, ensuring accuracy and adherence to company policies while maximizing profit margins.
- Monitor currency markets and exchange rates to make informed trading decisions and enhance profitability.
- Apply risk management strategies to reduce exposure and protect against potential losses, optimizing overall trading performance.
- Assist clients with their currency exchange needs, providing expert advice and resolving issues to ensure satisfaction and retention.
- Follow financial regulations and internal procedures, maintaining precise records and documentation to support transparent and profitable operations.

### Customer Service Executive/Cashier

May 2022 - May 2023

*Al Rostamani International Exchange | Sharjah, UAE*

- Conducted daily cash operations and handled various currency exchanges with precision, ensuring compliance with financial protocols.
- Facilitated international and domestic money transfers, ensuring accuracy and efficiency in transaction processing.
- Evaluated currency rates and market conditions to provide clients with favorable exchange options and maximize transaction outcomes.
- Assisted customers with their exchange and transfer needs, offering clear guidance and resolving any issues to enhance their experience.
- Maintained detailed records of transactions and adhered to regulatory requirements to support financial integrity and transparency.

### Customer Service Executive/Cashier

Jun 2019 - Apr 2022

*Joyalukkas Exchange | Ras Al Khaimah*

- Oversaw high-volume currency exchanges and money transfers, ensuring precision and adherence to company protocols.
- Executed forex trades and provided clients with expert advice on currency exchange, leveraging market knowledge to optimize outcomes.
- Acted as Branch Money Laundering Reporting Officer, implementing and monitoring anti-money laundering procedures to ensure regulatory compliance.
- Managed Wage Protection System (WPS) activities, overseeing payroll transactions and ensuring accurate and timely processing.

- Assisted clients with their currency exchange, forex, and money transfer needs, resolving issues efficiently and maintaining high service standards.

## Core Skills

Forex Market Analysis, Risk Management, Regulatory Compliance, Customer Service Excellence, Cash Handling and Accuracy, Financial Software Proficiency, Communication Skills, Attention to Detail, Market Knowledge, Problem-Solving

## Education

### University of the Punjab

Jun 2022 - Present

**Bachelor Degree** Computer Science

### Board of Intermediate and Secondary Education

Jun 2013 - Nov 2015

**Intermediate** Computer Science

## Languages

**English** (*fluent*), **Hindi** (*fluent*), **Kashmiri** (*fluent*), **Punjabi** (*fluent*), **Urdu** (*native*), **Arabic** (*basic*)