

Contact Info

Abu Dhabi, Abu Dhabi
United Arab Emirates
abdullahmuh32047@gmail.com
050 590 5619

Education

Allama Iqbal Open University
Islamabad Pakistan

Islamabad / Bachelor of
Commerce

Accounting and Economics (2020)
60%

Board of Intermediate and
Secondary Education, Rawalpindi,
Pakistan

Rawalpindi / Intermediate
Humanities (2019)
50%

Skills

Cash Handling	<div style="width: 100%;"></div>
Foreign Currency Dealing	<div style="width: 100%;"></div>
Cross selling	<div style="width: 100%;"></div>
Customer Satisfaction	<div style="width: 100%;"></div>
Customer KYC	<div style="width: 100%;"></div>
Accounts management	<div style="width: 100%;"></div>
Corporate Clients Hunting	<div style="width: 100%;"></div>
Compliance Management	<div style="width: 100%;"></div>
Team leading	<div style="width: 100%;"></div>
Branch Operation Management	<div style="width: 100%;"></div>

Certifications

- Computer Basics
Pakistan International College of
Commerce and Sciences | 2018

Muhammad Abdullah

Officer Customer Experience / Branch Compliance
Officer at Al Fardan Exchange LLC



Summary

Dedicated and detail-oriented professional with extensive experience in customer service, accounts management, and branch compliance. Proven ability to ensure regulatory compliance, mitigate risks, and maintain operational efficiency. Strong communication and problem-solving skills, with a track record of enhancing customer satisfaction and streamlining processes. Adept at collaborating with cross-functional teams to uphold company policies and industry regulations.

Work Experience

- Branch Compliance Officer** 14 months
AL FARDAN EXCHANGE LLC
Abu Dhabi, United Arab Emirates | Dec 2023 - Present
Branch Compliance Monitoring.
Risk Assessment to onboard (PEP) Customers.
Complete KYC verification for Individuals & Corporate Customers
AML CDD / EDD review.
STR / SAR Reporting to AML DEPT.
Branch Due Diligence Repot.
Timely Responding to Compliance Queries.
Verification of OPO / IPO transactions.
- Customer Experience Officer** 35 months
AL FARDAN EXCHANGE LLC
Abu Dhabi, United Arab Emirates | Mar 2022 - Present
Cash & Foreign Currency Handling.
Cross Border Remittance.
Corporate Onboarding.
Corporate Remittance.
Customer Satisfaction.
WPS Registration.
Cross selling Multi currency VISA card.
Handling Customer Compliants.
Assisting Customer Over the Calls.
Gorund Marking for Running Promitons.
- Assistant Accounts and Logistics Office** 25 months
FLOW PETROLEUM PVT LTD
Lahore, Pakistan | Oct 2019 - Nov 2021
Managing Accounts.
Stock Recording.
Cash Flow Management.
Logistical Schedule Preparation.
Order management through Call.

Awards

- Al Fardan Exchange LLC
Branch Performance
Leader I 2024

Languages

- English - Native
- Urdu - Native
- Arabic - Beginner

🔑 Cashier / Receptionist

INAM BUTT ELECTRONICS

Gujranwala, Pakistan | Aug 2016 - Nov 2017

Making Cash Receipts.

Electronic Items Invoicing.

Day End Report.

Proceeding Cash, Cheque and Credit Payments.

15 months