

Amjad Alsmadi

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SUMMARY Experienced Senior FCY Cashier with over nine years of expertise at Al Ansari Exchange. Skilled in managing branch requirements, scheduling, direct communication with management, and resolving customer issues. Proficient in customer service and handling individual and corporate transactions. Committed to upholding AML compliance, KYC, beneficial owner, source of fund, and geographic risk protocols.

EXPERIENCE Al Ansari Exchange - Senior FCY Cashier July 2015 – January 2025

- **Customer Satisfaction and Service Standards:**
 - Met and greeted customers at the counter/lobby area.
 - Provided service to retail and commercial customers per company standards.
 - Communicated regulations and norms regarding transactions professionally.
 - Provided advice and guidance about company products and services to customers.
 - Achieved minimum wait time and serve time, aiming to reduce TAT continuously.
 - Led customers to relevant departments/persons for query resolutions and special deals.
- **Financial and Sales:**
 - Ensured optimal profit margins for transactions.
 - Solicited referrals and initiated cross-selling opportunities to existing customers.
 - Actively converted walk-in customers to IntroCard holders.
 - Explored opportunities to increase customer base, transaction numbers, revenue per transaction & customer, and overall operational revenue performance to meet objectives.
- **Operations and Controls:**
 - Handled foreign currency, remittances, and other customer transactions with zero defects.
 - Ensured work activities were carried out per company policies and procedures.
 - Ensured cash handling was done per company policy and cash balance at assigned 'till' was accurately tallied.
 - Reported anomalies such as under/overs to concerned superior immediately.
 - Exercised due diligence in customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives.
 - Identified improvement areas and proposed constructive changes to achieve operational excellence.
 - Ensured documentation and transaction processes complied with internal and regulatory requirements.

EDUCATION Bachelor's Degree in Financial and Banking Services Yarmouk University, Irbid, Jordan 2014

SKILLS

- Time Management
- Excellent cash handling skills
- Knowledge of basic computer applications and operations
- Good interpersonal skills
- Good communication skills
- Customer service oriented
- Good quantitative skills

SEMINARS AND TRAINING

- **Anti-Money Laundering (AML) and Combating Terrorist Financing Awareness:** Comprehensive training on AML regulations, detection of suspicious activities, and preventing financial crimes.
- **Advanced Anti-Money Laundering (AML) 2:** In-depth workshop covering advanced AML techniques, risk assessment, and compliance strategies.
- **Customer Service and Telephone Etiquette:** Enhancing customer interaction skills, effective communication, and professional telephone etiquette.
- **KYC Processes:** Training on KYC processes to ensure compliance with regulatory requirements and mitigate risks.

REFERENCE Available upon request