



# FAIZAN ILYAS SHAIKH

Admin/Front Office/Customer Service | Operations | Back Office Executive

I am an experienced exchange and financial services professional with a strong background in branch operations, money transfers, cash handling, and customer service within high-volume environments. I bring hands-on expertise in supervising daily operations, ensuring regulatory compliance, and managing accurate financial transactions involving large cash volumes. I am confident in applying mathematical and analytical skills to maintain transaction accuracy while supporting customers with clarity and professionalism. With a strong understanding of AML standards, operational controls, and service excellence, I consistently contribute to smooth business operations and positive customer experiences.

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📍 Dubai, UAE

## PROFESSIONAL SKILLS

Customer Relationship Management

Strong Numerical & Analytical Skills

Clear Verbal & Written Communication

Complaint Handling & Resolution

Attention to Detail & Accuracy

Ability to Work Under Pressure

Process Adherence & Documentation

MS Office Suite (Word, Excel, Outlook)

## WORK EXPERIENCE

### Customer Service Supervisor

#### Redha Al Ansari Exchange, Dubai, UAE | August 2025 – Present

- Supervise daily branch operations to ensure smooth workflow, accuracy, and compliance with company policies and regulatory requirements.
- Lead and support staff in transaction processing, customer service delivery, and adherence to standard operating procedures.
- Monitor financial transactions to ensure strict compliance with anti-money laundering (AML) and internal control standards.
- Resolve escalated customer issues professionally while maintaining service quality and customer confidence.
- Oversee cash handling, reconciliation, and reporting to ensure accuracy and risk control.
- Support management in improving operational efficiency and maintaining consistent service standards.

### Transfer Clerk

#### Redha Al Ansari Exchange, Dubai, UAE | September 2023 – August 2025

- Processed domestic and international money transfers while ensuring accuracy, compliance, and timely execution.
- Handled large volumes of cash with a high level of integrity, accuracy, and attention to detail.
- Followed company standard operating procedures and regulatory guidelines for all transactions.
- Assisted customers with remittances, currency exchange, traveler's cheques, and related services.
- Verified customer documents and ensured proper authorization for all financial transactions.
- Performed cash counting, bundling, segregation, and end-of-day balancing to maintain accurate records.

### Customer Services Advisor

#### Concentrix, Mumbai, India | July 2022 – July 2023

- Provided professional customer support through clear communication and effective issue resolution.
- Handled customer inquiries, complaints, and service requests while maintaining company service standards.
- Maintained accurate records of customer interactions and resolutions.
- Demonstrated patience and professionalism while assisting customers in fast-paced environments.
- Collaborated with team members to meet performance targets and service quality metrics.

## EDUCATION

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### **Bachelor of Commerce (Accounting)**

University of Mumbai, Mumbai, India

March 2019 – May 2021

## CORE COMPETENCIES

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- Branch Operations Supervision
- Cash Handling & Reconciliation
- Money Transfer & Remittance Processing
- AML & Regulatory Compliance
- Customer Service Excellence
- Risk Awareness & Transaction Accuracy
- Team Coordination & Staff Support
- Problem Resolution & Escalation Handling

## LANGUAGES

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- English
- Urdu
- Hindi
- Marathi

## REFERENCES

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Will be available upon request.