

# AHTAISHAM ALI

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## Professional Summary

Overall 10 years of experience, majorly in Banking/Exchange sector.

### ❖ Key Skills.

- Excellent verbal and written communication skills.
- Good analytical and problem solving skills
- Ability to understand basic financial services concepts
- Committed to work in a team as well as an individual
- Ability to communicate effectively with customer and excellent customer service skills

## Educational Qualifications

Course	Provider
Bachelor of Commerce	Swami Vivekanand Subharti University (Open)
Intermediate (C.E.C)	APOSS, Hyderabad , Telangana,India
SSC	Pragathi High School – Hyderabad, India

## Work Experience

Organization/ Location	Role	Duration	Type
Trust Exchange -Qatar	1. Cashier	1. March 2017- June 2023	Full Time
	2. Assistant Branch Supervisor	June 2023-Till Date	
Lifestyle International Pvt Ltd - UAE	CSA( Customer Support Associate)	Aug 2014-Sep 2014	Full Time
Trisha Retail Ltd (Sanghi Jewellers)-Hyderabad-India	Jewellery Advisor	May 2013-Aug 2014	Full Time
Hinduja Global Solutions (Hyderabad-India)	CCA (Customer Care Associate)	Sep 2011-Nov 2012	Full Time
Mahindra Satyam(Hyderabad - India)	CCA(Customer Care Associate)	Nov 2010-Sep 2011	Full Time

## Summary of Professional Experience

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### Working in Qatar Trust exchange

(Mar2017 to till date.)

#### ❖ Assistant Branch Supervisor: (June 2023 to present)

##### ➤ Key Responsibilities are:

- **Leadership:** Proven ability to lead and motivate teams to achieve operational excellence.
- **Operational Management:** Strong skills in overseeing day-to-day branch operations and ensuring adherence to company policies and regulatory
- **Customer Service:** Exceptional customer service skills with a focus on enhancing the customer experience. Ability to address customer inquiries, concerns, and complaints effectively.
- **Sales and Marketing:** Demonstrated success in promoting company products and services to achieve sales targets. Experience in implementing marketing strategies to attract and retain customers.
- **Communication & Problem-Solving:** Excellent communication skills, both verbal and written, for effective interaction with team members, customers, and higher management. Ability to articulate complex information clearly. Strong analytical and problem-solving skills with a track record of implementing effective solutions to challenges.

#### ❖ Cashier: March 2017 to June 2023

- Skilled in monetary transfers to any part of the globe through Telex Transfers, LULU CASH, TRANFAST, RIA MONEY and Western Union etc.
- Well versed with forex & banking operations.
- Attending to High Volume Cash & Cheque customers.
- Balancing all the cash at the end of each Shift.
- Dealing with customers of different nationalities and providing the best of services.
- Answer inquiries regarding to product and services.
- Attempt to resolve issues and problems with customer's transactions.
- Report suspected AML transactions to concern department.
- Record all transactions promptly, accurately and in compliance with company procedures.
- Managing reconciliation and tallying of opening and closing balance.
- Minimizing and reducing customer-waiting time and at the same time maintain
- Accuracy in payments, transaction posting and receipts.
- Handling foreign currency at the counter.
- Dealing with high value FC customers
- Fixing the currencies with BNDs and dealing with other internal branches/Exchange houses.
- Preparation of proposed amount of funding from branch to bank.

❖ **Key competencies and Skills:**

- AML POLICY & Procedures
  - KYC policy & Procedures
  - Cash related matters.
  - Utility payments.
  - Time management.
  - Accuracy and attention to detail
  - Problem solving
  - Honesty and integrity
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**Worked as a CSA landmark group lifestyle international pvt ltd Company In UAE**

❖ **Key Result Areas:**

- Managing team and their performance
  - Applying selling skills to meet target
  - Providing technical skills training for other team members etc
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**Worked as a jewellery Advisor in Trisa Retail Ltd a sister Concern Company of Sanghi Jewelers (1st May 2013 to 1st Nov 2014)**

❖ **Key Result Areas**

- Solicited customers and opened new accounts in accordance with Company standards.
  - Identified marketing and jewelry sales opportunities.
  - Arranged products and maintained sales floor as per Company standards.
  - Resolved ad issues by displaying current sale price.
  - Assisted in maintaining stockroom.
  - Followed Company Best Practices and participated in Company programs.
  - Good knowledge of Jewelry store operations and excellent sales skills.
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**Worked as a CCA in HINDUJA GLOBAL SOLUTIONS From (15th Sep 2011 to 3rd Nov 2012)**

- (Received RNR certificate HINDUJA GLOBAL SOLUTIONS)

➤ ❖ **Key Result Areas**

- Providing end user support and answering support queries via email, telephone etc
- Resolving customer issues related to activation and cancellation of mobile services.
- Updating customer information and other details.
- Meeting Service Level Agreements

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## Worked as a CCA in Mahindra Satyam BPO From (2ndNov 2010 To 5th Sep 2011)

### ❖ Key Result Areas

- Providing end user support and answering support queries via email, telephone etc
- Resolving customer issues related to activation and cancellation of mobile services.
- Updating customer information and other details.
- Meeting Service Level Agreements

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### Computer Skills

➤ Fully Versed with Ms Office

### Personal Details

Father Name	Mohd Momin Ali
Date of Birth	29-Jan-1990
Gender	Male
Religion	Muslim
Marriatal Status	Married
Nationality	Indian