



**TANVEER AHMED**

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## PROFESSIONAL SUMMARY

A Bachelor (commerce) Qualified and professional having strong academic knowledge and experience of financial institutions, operations management, administration, banking, accounts and customer services. Performance-oriented professional with a proven track record in maintaining accounts record, improving workflow processes and managing profitable relationships with stakeholders. Has strong problem-solving skills and accounting expertise in fast paced corporate environment. Confident and knowledgeable [Job Title] committed to providing excellent customer service that improves customer retention. Experienced in designing loyalty programmes to develop fruitful and insightful customer relationships. Proactively researches latest industry trends to update sales strategies. Proactive and outgoing individual with keen desire to gain work experience and learn from customer service team. Offers excellent organisational and time management skills to complete tasks within deadlines. Quick learner, confident at working in fast-paced environments.

## EDUCATION

**Bachelor of commerce  
Karachi** PAKISTAN

Intermediate from Board of Karachi

## SKILLS

- CORE STRENGTHS & ENABLING SKILLS
- Expert in CRM, Microsoft
- Office suite including MS
- Word, MS outlook, MS Excel
- Pivot Table, vlookup etc.
- Having knowledge of Vault
- ATM operations
- Bookkeeping/ data analyzing
- Etc.
- Having advance knowledge
- Of banking softwares like CBS
- (Core Banking System),EBS
- Enterprise banking suite, Cash
- Management, Dashboard
- Security Stationary as per CB
- Regulations.
- Ability to work in multi-cultural
- Environment.
- Leadership qualities and
- Effectively communicate.
- Ability to work under pressure.
- Negotiation Skills
- Transaction processing
- Dispute resolution
- Payment processing
- Advanced product knowledge
- Office 365 usage
- Record maintenance
- Customer experience
- Microsoft Office Suite
- Conversational selling
- Right-first-time service delivery
- Filing systems maintenance
- Cross-team support

## WORK HISTORY

### BETTER WILL DIGITAL MARKETING

### ACCOUTANT-CURRENT

**Senior Services Officer, Chief Teller** 2009 - 2023

**Alfardan Group, Alfardan Exchange LLC** - Dubai

**Worked As a Branch incharge Gold souq Br- one year**

- Maximised staff performance by [Number]%, using real-time coaching techniques
- Recommended implementation of live chat model to facilitate immediate problem resolution, boosting customer satisfaction levels by [Number]%
- Trained [Number] new hires in multitasking techniques, improving department efficiencies by [Number]%
- Optimised service delivery, using multilingual communication skills to meet needs of [Language]-speaking customers
- Improved quality of service by maintaining awareness on key aspects of [Area of Expertise] legislation, compliance and industry trends.
- To maintain day to day affairs of branch banking, transactions posting, cash handling, voucher checking

- Perform branch banking operational activities in timely manners
- Educate self and staff members on existing procedures and products
- Ensure that all service levels and agreements are being met consistently without any failure
- Establish and maintain strong professional relationships/connections internally and externally
- Adherence to
- AML/KYC and all other branch banking activities
- Ensure that company policies and rules are consistently & strictly followed as per Central Bank regulations
- Perform adequate care and diligence in day to day conduct to protect company from financial and non-financial loss
- Coordinate with management in case of any necessary approval for documents processing and branch related issues by
- E
- Mails and telephonically
- To keep update tax record i.e
- Income tax, sale tax, excise duty and (VAT) value added tax as per regulations
- To check the customer transaction reports, dashboard and do the reconciliation on daily basis.

2007 - 2008

**UNITED BANK LIMITED-Karachi pakistan**

**As a chief Teller**

- Manage the operations function of the all retail clients for remittance and foreign currency transactions
- Carry out all administrative tasks, ensuring all activities are completed within timescales and with a high degree of accuracy, whilst providing excellent customer service, to both external and internal customers, and adhering to all appropriate process and procedures of WPS, VAT payments, FC rate quoting, TTs etc
- Generate all daily report & review all transactions during day-to-day operations, Verification of Source and purpose of large volume transactions before initiating the transaction
- Identify and recommend improvements to procedures and processes to improve process and service levels and Internal
- Reporting of suspicious transactions to the nominated officer.

**MONEY MASTER (FOREIGN EXCHANGE COMPANY)**

As a cashier Airport Branch Karachi Pakistan  
1999 to 2007

**CERTIFICATIONS**

Best employee 2018- AL FARDAN EXCHANGE-UAE  
Management of Supervisory skills  
Certificate of AML and Due Diligence-FERG

**LANGUAGES**

<b>English</b>	C1	<b>Urdu</b>	C1
			
Advanced		Advanced	
<b>Punjabi</b>	C1	<b>Arabic</b>	C1
			
Advanced		Advanced	