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DUBAI, UAE 11549

EDUCATION

Master's degree, Finance
**Federal University
Islamabad**, Pakistan
October 2013 - September
2015

Bachelor of Commerce,
Commerce Accounting
University of Sargodha,
Pakistan
October 2010 - April 2013

LANGUAGES

English

Fluent

Urdu

Native

AAMIR ABBAS

PROFESSIONAL SUMMARY

Accomplished professional with extensive expertise in finance services, customer relations, and complaint handling. Demonstrates exceptional skills in deadline-oriented time management, money management, and product recommendations. Adept at client engagement, query management, and service knowledge, with a strong focus on information security. Proven ability to forecast and plan effectively while maintaining high standards of customer satisfaction.

WORK HISTORY

March 2021 - Current

Al Ansari Exchange L L C - FCY Cashier, Dubai, UAE

- Receipt and payment of cash .
- Handle day to day foreign currency transactions.
- Salary transfer of various companies and also disbursal to the employees.
- Credit card Payment and utility payments.
- Attends customer inquiries on foreign exchange rate.
- Ensured customer satisfaction by providing excellent foreign exchange services.
- Handled complex transactions for clients, ensuring accurate and prompt service.
- Maintained strict compliance with financial regulations whilst handling currency exchanges.
- Provided comprehensive knowledge of global markets to assist client decisions.
- Resolved customer queries swiftly, improving overall user experience.
- Improved efficiency with accurate money counting.
- Maintained confidentiality to ensure client trust.
- Verified cheques, ensuring error-free transactions.

April 2020 - February 2021

Jscm Real Estate LLC - Document Controller, Dubai, UAE

- Streamlined document retrieval by implementing an efficient filing system.
- Ensured timely project completion by maintaining organised and updated documents.
- Enhanced team productivity with prompt resolution of document-related issues.
- Improved data accuracy through meticulous verification of all incoming and outgoing documents.
- Conducted comprehensive audits for ensuring compliance with company standards.

- Facilitated smooth workflow by providing required documentation to respective departments on time.
- Achieved improved operational efficiency through regular updates of document control procedures.
- Maintained confidentiality and security of sensitive information in accordance with company policies.
- Reviewed, approved, and tracked changes made to important projects, reducing errors significantly.
- Established high-quality control measures, resulting in significant error reduction in documentation process.

January 2017 - October 2019

United Bank Limited - Branch Service Officer, Chakwal, Pakistan

- Receipt and Payments of Cash and Cash Equivalents.
- Organised documents, enhancing administrative efficiency.
- Resolved queries with detailed product knowledge.
- Performed daily cash drawer reconciliation to maintain accuracy.
- Conducted routine audits, ensuring compliance with bank procedures.
- Balanced vaults and ATMs, ensuring optimal cash availability.
- Fostered team collaboration to meet daily targets.
- Collaborated on marketing campaigns for increased brand visibility.
- Streamlined transaction processes, improving customer wait times.
- Updated customer databases regularly for up-to-date records.
- Handled sensitive information discreetly, safeguarding client confidentiality.
- Completed accurate, high-volume money counts via both manual and machine-driven approaches.

SKILLS

- Complaint handling
- Deadline-Oriented & Time Management.
- Money management
- Product recommendations
- Service knowledge
- Customer relations
- Client engagement
- Finance services
- Query management
- Forecasting and planning
- Information security

REFERENCES

References available upon request.