

# SAYED MOHAMED AL TUBLANI

CUSTOMER SERVICE PROFESSIONAL / BRANCH  
COMPLIANCE OFFICER



## Experience

### Customer Service Professional

**ALFARDAN EXCHANGE, Sharjah | 2018 - Present**

- Processing remittance and wire transfer worldwide through banks and exchange houses.
- Handling customer enquiries and creating customer relationship.
- Preparing day-to-day financial settlements.
- Implementing due diligence, AMLs, KYCs, EDDs and ECDD of the customer database.
- Preparing staff schedules and assign duties.
- Maintaining files and expenses of the branch.
- Communicating with different departments for flow of branch operations.
- Anticipating potential problems and making contingency plans.
- Empowering others and delegates fully to develop.
- Resolving client queries and complaints.
- Controlling utility remittance like insurance payment, national bond and other services.
- Liaising with banks to solve customer queries and complaints.
- Ensuring optimum productivity and high-quality service to customers.
- Imparting necessary training to new staffs.

### Branch Compliance Officer

**ALFARDAN EXCHANGE, Sharjah | 2019 - Present**

- Document verification for supporting documents related to recent transaction either Individual or corporate.
- Responding to queries received from compliance department.
- System verification of newly registered individual retail and corporate customers including all scanned details and KYC details.
- Complete verification of all OPO, IPO & FCY transactions as Per CBUAE limits.
- Transaction monitoring enquiries such as (correspondent bank enquiries, regulatory requirements and internal & external audit requirements)
- Reporting any suspicious reports observed such as (SAR, STR and CTR)
- Provide on job training to the newly joined employees in the branch to comply with central bank rules and regulations.
- Reporting Daily reports of branch activity

## Education

- **BA IN INTERNATIONAL BUSINESS MANAGEMENT**  
Asia Pacific University, Malaysia | 2011 - 2014
- **BA IN INTERNATIONAL BUSINESS MANAGEMENT**  
Staffordshire University, United Kingdom | 2011 - 2014

## Profile

Customer Service professional with bachelor's degree in international business management having 5+ years' Experience in Customer Service, banking operations and banking compliance.

I am eager to generate better result due to my motivation to explore multiple areas of work as well as my passion to contribute at business level as team Leader. In possess of leadership, communication, management and computer skills. having the knowledge of the dynamics within an organization and the different factions/interest groups/alliances.

## Personal information

- 👤 **Name**  
Sayed Mohamed Dheya Al Tublani
- 📅 **Birthdate**  
14-12-1992
- ♂ **Gender**  
Male
- 🏠 **Home Residence**  
BLDG 145 ROAD 32 BLOCK 430,  
BAHRAIN
- 🏠 **UAE Residence**  
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- 🌐 **Nationality**  
Bahraini
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- 📞 **UAE contact**  
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## Competences

- **Teamwork**
- **Initiative**
- **Logical thinking**
- **Detailed Oriented**
- **Professional expertise**
- **Work ethics**