

# FAROOQ BAIG



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| ▪ Profile                 | : Male, Indian, Year of Birth: 1980      |
| ▪ Highest Education level | : Bachelor's degree in Commerce          |
| ▪ Last Employer Name      | : Abu Dhabi Commercial Bank              |
| ▪ Last Position Held      | : Associate -Account and Wealth Services |
| ▪ Industry                | : Banking (Islamic and Conventional)     |
| ▪ Last work location      | : Dubai, UAE                             |

## **Skillset Summary:**

- Functional knowledge of Banking Operations & Services as per UAE Central bank regulatory.
- Excellent proficiency in MS Excel with ease in using most Formulas, Macros, Pivot tables etc.
- Superior organizational skills that help manage multiple tasks at one time.
- Proficient in the use of banking applications like Oracle FLEXCUBE Universal Banking System (FCUBS), Workflow Management System (WMS) & UBSS etc.
- Efficient in processing all types of CASA relationship and KYC maintenance.
- Experienced in reconciliation of General ledger and Collection accounts.
- Efficient in handling daily Utility Bill payment settlement and reconciliation with the vendor.
- Excellent analytical skills that help identify problems and seek solutions promptly.
- Efficient in preparing MIS and customized reports as per the business requirements.
- Possess excellent oral and written communication skills.
- Great experience of sales with enough exposure to service industry with absolute customer orientation.
- Certified expertise with Computer Fundamentals, Programming Techniques and E-commerce Technology.

## **Education (Academic & Technical):**

- B.Com (Hons.) - The Global Open University. (certificate attested by UAE and Indian consulate)
- Higher Secondary School Certificate (certificate attested by UAE and Indian consulate)
- Secondary School Certificate – St. Joseph High School.
- Diploma in Electronic & Hardware Engineering (Govt. of India)
- Certificate in E-commerce Consultant for Advance Technology.
- Certificate in Computer Fundamentals & Programming Techniques.
- Attended Various Training and Courses on the Skills required for current & past job profiles.
- Currently pursuing “Chartered Wealth Management (CWM<sup>®</sup>)” course through American Academy of Financial Management.

**Last Employment Details:**

- Last employed with Abu Dhabi Commercial Bank as “Associate - Account and Wealth services” under Consumer Banking Group from 18th November 2012 till 31<sup>st</sup> December 2020. (Located in Dubai, UAE)

**Key Responsibilities**

- ✓ Processing all types of CASA relationship for HNW, Offshore and Private clients.
- ✓ Processing all types of KYC maintenance and Risk assessment on the customer relationship.
- ✓ Responsible for handling daily utility bill settlement and reconciliation with the vendors like Dewa, Sewa, Etisalat, Salik etc.
- ✓ Responsible for the booking of VAT & Commission with vendors for Utility payments services.
- ✓ Processing of labour guarantee issuance and cancellation with MOFI.
- ✓ Responsible for reconciliation of General Ledger and Collection accounts.
- ✓ Maintain accurate MIS reports on daily, weekly, and monthly basis.
- ✓ Prepare MIS reports that is easy for use, extract data, and generate reports.
- ✓ Provide recommendations to update business applications to improve efficiency and consistency.
- ✓ Perform User Acceptance Testing (UAT) for various business application introduction and upgrade
- ✓ Responsible for coordinating with support unit and ensuring all tasks are completed within the agreed SLA.

**Past Employment History:**

- Worked with Hutchison Global Services Pvt. Ltd. as “Customer Relationship Advisor” from March 2008 to September 2012. (located in Mumbai, India)
  - ✓ Key responsibilities were Sales, Customer retentions, Renewal of customer contracts/plans Etc.
- Worked with IBM Daksh Business Process Services Pvt Ltd. as “Executive Operations” from April 2004 to March 2008. (located in Mumbai, India)
  - ✓ Key responsibilities were managing smooth workflow, Organizing Seat/PC allocation and shift planning, Prepare MIS reports

**Additional Information:**

- Languages known: Fluency in written & spoken English and Hindi.
- Holding a valid UAE driver license and a car.
- Additional contact details: 0525964305/farooq321in@gmail.com
- Date of Birth: 22nd September 1980
- Residence Address: Deira, Dubai - UAE
- Passport, Visa, and National ID details upon request only.

**Reference:**

- Relevant reference can be made available upon request.