

# Muhammad Omer Khan

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DOB: 06-01-1985 | Visa Status: Residence  
Current Location: Dubai, UAE | Nationality - Pakistani  
Passport No: QS 4118622 | Valid UAE Driving License



## Career Summary

Finance Professional with 11 years' experience with premier organizations across UAE with the below demonstrated skill sets

**FX Risk Management**  
**FX Market Analysis**  
**FX Specialist**  
**Fund Transfer Specialist**

**Cash Management**  
**Cash Forecasting**  
**Customer Conflict / Issue Resolution**  
**Customer Relationship Management**

## Work Experience

### Treasury Dealer

**May 2012 – Present**

#### *Al Ansari Exchange, Dubai, UAE*

- Maintained liquidity and increased profitability within the authorized limits of FX Desk.
- Monitored, analyzed FX market and economic data over the Thomson Reuters platform.
- Anticipated market movements to minimize trade losses and secured best pricing.
- Minimized foreign exchange risk by ensuring FX transactions are covered immediately.
- Performed daily cash management activities and ensured accurate timely cash position and payment processing.
- Responsible for fund transfers and FX Risk management.
- Conducted Trading within approved guidelines with counter party banks to negotiate deals on best execution.

### Customer Service Executive

**Mar 2011 – April 2012**

#### *Al Ansari Exchange, Dubai, UAE*

- Achieved high standards of customer satisfaction.
- Resolved staff and customer queries and complaints in a prompt, professional and timely manner.
- Handled all customer queries related to International worldwide transfers of all products & services.
- Retained customers by attending to transaction related issues in minimal time and ensuring they are error free.
- Assisted customers with little or no supervision.
- Met all customer needs and staff requirements related to transactions.

### Customer Relationship Officer

**Sep 2008 - May 2010**

#### *Telenor, Pakistan*

- Managed a team of 10 and achieved goals by complying strictly with company policies, plans and strategies.
- Managed team objectives through team work & active involvement in team-building and motivational exercises.
- Maintained and updated complete knowledge and compliance of Customer Relations Department processes routines and procedures along with products/offers being introduced in the department.
- Familiarized the team with customer needs, specifications, design targets, development process, design standards, techniques and tools to support task performance.

## **Academic Qualifications**

### **Master of Business Administration (Finance)**

**2008**

*Preston University – Kohat, Pakistan*

### **Bachelor of Business Administration**

**2006**

*Preston University – Kohat, Pakistan*

## **IT Skills**

- Proficient in use of MS Office Suite
- Well versed with CRM System

## **Language Skills**

English - Fluent

Urdu - Native