

SAIF UR RAHMAN



Address:

Al Madam, Sharjah U.A.E .

Nationality : Pakistani

Driving License : Valid Uae License

Visa Status : Valid Employment Visa

Email : saif.uacexchange@gmail.com

Mobile : +971-521886588,552751802

PROFILE

A Dedicated and Focused Professional, Efficient, Energetic, Creative, Self Motivated, Productive and can relate well with the people at all levels and has the flexibility of working well as a part of a team or individually.

With 5 years customer service and cashier experience in a financial organization and Comfortable working in a fast paced, hands-on, growth orientated work environment and having the ability of marketing skills, providing excellent customer service and handling queries, team player and can work under pressure.

Now looking forward to making a significant contribution to utilize the interpersonal skills in the Customer Service Industry that offers genuine opportunities for progression.

AREAS OF EXPERTISE

Computer Skills.

- Ms Office
- Ms Excel
- Internet & Email

Communication Skills

- English- Fluent speaking, listening, reading & writing.
- Arabic – Speaking with customers.
- Urdu - National language.

Additional Skills

- Quick learner of new ideas and techniques
- Leadership abilities & Team player
- Strong analytical skills
- Excellent customer service skills
- Numerical data skills

PROFESSIONAL EXPERIENCE

UAEEXCHANGE CENTER L L C .

Customer Service Officer. (10th Oct 2015 to till Present)

ROLE & RESPOSIBILITIES

- Manage and handling cash and error free transactions at the counter.
- Support home remittances business
- Branch day end activities and reporting.
- Registering new smart pay customer and handling customer complaints.
- Verification of customer profile (KYC) and dealing with AML Queries.
- Dealing with INSTANT CASH transfer products.
- Handling the financial cheque transactions.
- Creating marketing related activities and always having eye on competitors policies for further future planning and also on daily basis.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs; directing customers to a branch representative.
- Making daily weekly monthly targets for achieving target of foreign currency, Remittance, Allied products.
- Avoiding cash excesses and shortages.

ACHIEVEMENTS

- COUNTRY TOPPER in " UAE SUMMER PROMOTION 2016 " and Awarded with Gold Coin.
- A Certification Of Appreciation for efforts to support Pakistan Corridor Mega Promotion " JASHN E KHAAS " 2019
- A Certification Of Appreciation for efforts to support Pakistan Corridor Mega Promotion " JASHN E KHAAS " 2018
- A Certification of appreciation for outstanding contribution in making the " UAE SUMMER PROMOTION " 2016 a grand success.
- Making highest incentive in all Uaeexchange Branches.

QUALIFICATION

P.G.D. (Post graduate diploma in computer science) Govt Willayat Hussain College
Multan. Apr 2014

M.A English (Arts Group). University of Education Lahore – Pakistan
July 2013

B.ED (Bechelor of Education) Govt Elementary College Multan-Pakistan
Dec 2011

B.A (Bachelor of Arts) Bahauddin Zakariya University Multan
Oct 2008

PERSONAL INFORMATION

Father's Name: Muhammad Bakhsh
Date of Birth: 04-05-1983
Marital Status: Single
Religion : Islam

Permanent Address : Basti & mauza ganga, P/O MochiWali, T/D
Muzaffar Garh,Punjab – Pakistan

REFERENCES

Mr. Abdur Rahaman Bashar . (Branch Manager
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Mr.Faisal Shaikh. (U.B.L Representative)
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