

EXPERIENCE AT A GLANCE

- 7 years well versed experience in the field of Education & Customer Services in well renowned institution in home land as well as strongly backed with the experience & expertise of Customer Care/Customer Services & Money Exchange Products including Corridor Specific Business handling at branch level and Foreign Currency handling in UAE's renowned Money Services Bureau i.e **UAE Exchange Centre (LLC) @ UAE.**

CAREER OBJECTIVE

- Work in an environment that challenges me to continue learning, leading; be able to help and providing solution(s) to the entire team through participative role and to create a workspace for continual growth with opportunities for headway in financial sector specifically in Customer Services/Customer Care & Customer Relationships.

CAREER SYNOPSIS

1. Customer Services Officer (Branch Operations)



Duration: June, 2018 – To date

Job Responsibilities

- To provide and ensure best customer services at UAE Exchange counter.
- To provide best customer services at branch lobby being Lobby Associate on weekly basis.
- To deal with all corridor remittances business specifically Pakistan Corridor.
- Handling customer queries and providing solution(s).
- Maintaining complaint register for branch record.
- Dealing with AML enquiries at counters and email correspondence with UAE Exchange CHQ.
- Performing duties as FC (Foreign Currency) Cashier.
- Handling Single window remittance cum cash counter.
- Preparing Day End Reporting.
- Cash management as per the company's policies and passing internal and external transfers.
- Preparing Cash reconciliation report at end of the day.
- Updating the knowledge of the online currencies rates to ensure the achievement of highest margin.
- Have had the training on fake currencies identification for trainees.
- Following the SOP to achieve remittance and FC targets given by CHQ.
- Listening and solving the customer's complaints by putting maximum efforts till their resolution.
- Corporate remittances and liaison with corporate clients.
- WPS enrollment of corporate clients/companies and disbursal of salaries.

2. Customer Services Representative (Voila Fashion @ Lahore)

Duration: Feb 2013 To Dec 2017



Job Responsibilities

- To guide and convince customers to use Voila products.
- Telemarketing and sales pitch to boost organization sales.
- Customer care & complaint handling.
- Maintaining customer database.
- Maintaining complaint & log sheet.
- Conducting in line manager meetings to update about company products and services as well as customer feedback.
- Training conduct layout for staff.
- Business development plan chalkouts.
- To make and help management in making business policies for future course of time.
- Maintaining and analyzing statistics and data to determine the level of customer services in the organization flow chart.
- Being the part of recruitment of staff(s) and their yearly appraisals.

EDUCATION/CERTIFICATE

- **Masters of Arts**
Punjab University - Lahore (Pakistan)
- **Bachelor of Arts**
Punjab University - Lahore

RECOGNITION & ACHIEVEMENT

- Awarded “BEST PERFORMANCE AWARD” on June 2019 by Country Head UAE Exchange Centre LLC.
- Awarded “BEST PERFORMANCE AWARD” on August 2019 by Country Head UAE Exchange Centre LLC.
- Awarded “BEST PERFORMANCE AWARD” on September 2019 by Country Head UAE Exchange Centre LLC.
- **Customer Service Week - RECOGNITION CERTIFICATE** (Initiated/Concept by UAE Government held in July 2019)
- **AML (Anti Money Laundering Training Certificate)** at August 2019 (Organized by UAE Exchange Centre LLC - Dubai)

SKILLS & TRAITS

- Relationship building & retention
- Loyalty & Honesty
- Flexible & Proactive
- Solution Oriented
- Optimist
- A well versed communicator
- MS office applications & Internet utilities

PERSONAL INFORMATION

- Father's Name - Nisar Ahmed
- Nationality - Pakistani
- Date of birth - 27-04-1994
- Marital status - Single
- Languages - English, Urdu, Punjabi

REFERENCE CAN BE FURNISHED ON DEMAND

- Can be furnished on demand.