



Muhammad Adnan

Service Officer / Teller

Customer Service officer with a demonstrated history of working in the financial services industry. Skilled in Marketing, Customer Relationship Management (CRM), Cashiering, Strong support professional with a Master's Degree focused in English Literature, from University of Education the Lahore



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09 April, 1990

SKILLS

MS Office

Cash Handling

Team Player

Excellent
Customer Service

Foreign Currency Dealer

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

Hindi

Full Professional Proficiency

Punjabi

Full Professional Proficiency

Saraiki

Native or Bilingual Proficiency

INTERESTS

Reading

Cricket

Travelling

EDUCATION

M.A. English (Literature)

University of Education, Lahore

2013 Pakistan

PROFILE SYNOPSIS

- As a self-motivated and highly organized individual, my focus is always to see each project work I undertake to an expected end. I am dedicated to excellence and believe in building my character based on integrity and trust.
- As a result, my ability to relate with people and meet mutual benefits has always been my main goal. A dedicated professional who can bring to business, vast practical work experience, passion towards work, productive and viable ideas, enthusiasm and proven skills.
- Strong problem solving and analytical skills, flexibility, resourcefulness and the ability to multi-task and work under tight deadlines.
- Recognized as a motivated and goal driven professional with strong work ethics, excellent administrative aptitude and the commitment to offer quality work, Combine excellent interpersonal and communication skills with strong abilities to work cohesively as part of a multidisciplinary team

WORK EXPERIENCE

Bank Teller/ Customer Service

United Bank Limited

04/2022 – 02/2023, United Arab Emirates

Duties

- Processed daily client transactions, including deposits, withdrawals, money transfers, loan payments, and selling cashier's cheques
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance
- Answers questions in person or on telephone and refers customers to other bank services as necessary
- Assisted clients with various questions and concerns related to their accounts and bank products
- Handling replenishment of branch ATM and CDM on daily basis
- Helped clients to access their safe lockers
- Opening and closing customer's accounts and providing them with Account statement

Service Officer

Al-Ansari Exchange Center LLC

12/2020 – 09/2021, United Arab Emirates

Duties

- Cash handling and dealing with foreign currencies
- Handling local and international Remittances
- Answering customers calls and questions to provide high quality services
- Solving customers complaints and fulfil their requirements
- Up sell and cross sell different products

Service Officer

UAE Exchange Center LLC

01/2017 – 11/2020 Dubai, United Arab Emirates

Duties

- Handling pay-ins and pay-outs of Global Remittances
- Buying and Selling of all Foreign Currency Retail and Wholesale of Bank Notes
- Participating in marketing activities at branch level and labor camps
- Ensuring and adherence to Anti-Money Laundering Policy and Procedure
- Cross selling of Allied products such as National Bonds, First Gulf Savings and Go-Cash pre-paid travel cards
- Ability to handle cash related activities
- Providing and delivering the excellent customer service

Accomplishments & Awards

- Topper in Dubai region and awarded certificate of appreciation and reward by the country head UAE exchange in mega promotion “JASH-E-KHAS” August,2018.
- Topper in Dubai region and awarded certificate of appreciation and reward by the country head UAE exchange in “NBP CHALLENGE CAMPAIGN” April,2018
- Selected as employ of the month AUG-2018
- Selected as employ of the month April-2018
- Top position in branch competition and received cash reward by cluster and zonal heads in 2018
- Top position in branch competition and received cash reward by cluster and zonal heads in 2017

ADMINISTRATOR & TEACHER

PILOT PUBLIC HIGH SCHOOL MUZAFFAR GARH-PAKISTAN

02/2015 – 11/2015 Muzaffargarh, Pakistan

Responsibilities

- Maintain daily reports of syllabus covered
- Supervise execution of lesson plans
- Maintain admission reports
- Arrange parents meetings and keep the track of the developments
- Advise skills development courses for teachers
- Supervise discipline and assign relevant duties to staff

Personal Details

Marital Status: Single

Passport No: DE6915302

Sponsorship: Resident Visa

Driving License : "In Process"

Reference: Personal & Professional will be readily furnished upon request

