



Waqar ahmad
CUSTOMER RELATION EXECUTIVE/TELLER

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Mobile no.00971529808897

DOB.06.09.1990

COVID VACCINATED

Profile summary

highly efficient, innovative and methodical sales executive with extensive experience of supporting sales departments by using strong communication skills. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually. Comfortable working in a fast paced, growth oriented work environment and possessing a proven ability to ensure that brand messages, standards and communications are understood and implemented.

OBJECTIVE

To secure a position in a growth oriented organization which offers superb opportunity for career advancement and professional development.

EDUCATION

- 2010 Bachelor in commerce(B.com from university of punjab)
- 2008 HSSC (Board of Intermediate & Secondary Education Rawalpindi)
- 2006 SSC (Board of Intermediate & Secondary Education Rawalpindi)

COMMUNICATION SKILL

- English,arabic,urdu,punjabi,hindko,pashto,hindi

SKILL AND KNOWLEDGE

- Able to motivate others and self plus enthusiastic.
- Highly energetic able to analyze and utilize information effectively
- Pleasing personality and loves working with peoples.
- Pays attraction strictly to meet standards and guidelines to gather information before making decisions accepting responsibility for accuracy of work.
- Highly organized and dedicated to work with a positive attitude
- Excellent communication skills (Verbal and Written)
- Positive attitude
- Fluency in English (Verbal and Written)
- MS Office, MS Word, MS Excel
- Quick Learner

OTHER SKILLS

- Uae driving license

EXPERIENCE

Ahalia money exchange bureau uae(06.2021 Present)

Customer relation executive Teller

- Accepts and physically keeps a tally of cash amount while being a single window representative (remittance and forex)
- Collects proper and required documents from customers
- Remittance to all available corridor
- Handles payment of MoneyGram, Transfast, instant cash and EZ Remit
- Cross sells various products to customers

Responsible for routine branch operations which include purchase and sale of foreign Currency, money transfer, Bill Payment, Vat Payment and WPS solutions.

- Customer Service: Customer Profile, Service Profile, Remittance Query, Stop payment, Handling Complaints, Complaints Tracking and Customer Merging
- Acknowledges inward mail received.

Al falah safety and security LLC(2015 to 2021)

Security/customer service representative

- Consistently providing an approachable, helpful and friendly service to colleagues and clients information resource by being well.

- Handling customer excellent way

Greeting with peoples polite

Phoenix armour ptv Ltd(2011 to 2013)

Customer service executive/sales consultant

- Senior claims representative
- Identifying the qualified claims.
- Gathering information from customer
- Connecting customer with law.

Ghazi barotha contractor(2013 to 2015)

Customer service representative/security supervisor

- Preparing the annual Business Development plan.
- Leading and training inexperienced staff.
- Defining and achieving of quarterly targets and objectives.
- Developing and implementing strategies for sales of new products and services. Assisting in transfers.

- **Expertis**
- Sales
- Customer service
- Online marketing
- Market research

Reference

Reference are available upon request.