

# DARO KHAN

Customer service officer



## CONTACT

 Sharjah, United Arab Emirate  
 0558898248  
 0558898248  
 daroanamiam786@gmail.com

## Skills

Cash handling  
financial restricting  
Customer service  
General knowledge of banking  
Good Communication  
Account Management  
Data Entry  
Financial analyst

## Software skills

Microsoft Office  
coral draw  
Wilcom  
Tally

## Education

**Master in Economics** from university of Baluchistan Pakistan (2018)

### Bachelor of Science

Major: Economics, Math, Statistics  
University of Baluchistan Pakistan (2015)

**F.SC Government Science College Quetta,**  
Pakistan. (2012)

**High School Diploma (2010)**

**Diploma** in English Language and MS Office  
(2015)

## Languages

English  
Hindi/Urdu  
Pashto

## Reference

Al fardan exchange Dubai, UAE Email  
address: [contacthr@alfardangroup.com](mailto:contacthr@alfardangroup.com)

Al salik metal and scrap company Sharjah  
UAE  
Email address: [alsalikmetaltr@gamil.com](mailto:alsalikmetaltr@gamil.com)

## Summary

A focused professional with strong experience in customer service and the proven ability to assist customer with a well-informed selection of suitable products and services

I have expert knowledge of the selling process and finance and I fully recognize the human and emotional aspects of buying and selling.

- Responsible for interacting with the clients and solving their queries.
- Maintaining the records of customer interactions and follow up with the clients.
- Provided feedback of the clients to the concerned departments and authorities so as to improve the services.

## Experience

**Al fardan exchange LLC (UAE Dubai) April 2022 to October 2022**

### Customer service /Teller

- Handling financial transactions.
- Encourage customers to build their balance with the company in order to migrate to higher customer programs
- Actively sell/cross sell asset and liability products to new and existing customers
- Checking cheque and making sure they have been written correctly.
- Checking the photo id of customer to confirm that they are who they say they are.
- Answering basic customers questions regarding sending and receiving money, rate and services charges
- Making Remittances
- Selling and purchasing foreign and local currency
- Attracts new customers to branch through personal relations and existing customer referrals
- Educating customer of our services and product

**Al Salik Metal and Scrap Company (Sharjah UAE) September 2019 to 15 September 2021**

In my role in retail, I serve my customers and deal with stock and merchandising as well as providing good customer service. My responsibilities include.

- Balanced cash drawer at the close of each shift
- Responding to customer emails and calls to resolve problems
- Offering advice in a professional and efficient manner
- Meet individual sales targets
- Dealing politely with difficult customer
- Make product recommendation and service to customers based on their needs and preference
- Solved billing problems and answer customer inquiries