

CURRICULUM VITAE

CAREER OBJECTIVE

Service-focused customer relations team member experienced in handling high call volumes with impeccable phone manner. Skilled in documentation, time management and multitasking. Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

WORK EXPERIENCE

UNITED BANK LIMITED

Pakistan

Position – Cashier Officer

Since 12/09/ 2022

- Currently Working in United Bank Limited as a Cash Officer Since 12-09-2022

HABIB BANK LIMITED

Position – Cashier Officer

01/10/2019 - 09/09/2022

- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Delivered outstanding customer care with proactive sales and listening skills.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Reduced customer wait times through optimized checkout processes.
- Completed opening and closing procedures each day.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Educated customers on promotions, offers and special events to enhance product sales.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Greeted customers entering store and responded promptly to customer needs.



SAMRAN ALI

Abu Dhabi UAE

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PERSONAL INFO

- Date of birth : 17/10/1994
- Gender : Male
- Nationality: Pakistani
- Marital status: Single
- CNIC: 37301-9154273-1
- Visa Status: Visit Visa
- Passport No: UX1812732
- Date of Expiry: 06/06/2033

LANGUAGES KNOWN

- English
- Urdu
- Hindi

EDUCATION DETAILS

- Bachelor of commerce
University Of Punjab
2016
- Diploma of commerce
Punjab Board Of Technical
Education, Lahore
2014
- A-Levels
Rawalpindi Board
2012

SKILLS

- Dispute resolution
- Record maintenance
- Payment processing
- Customer experience
- Transaction processing

Data confidentiality

Queue management

 **AL SHAYAH**

Dubai (U.A.E)

01/11/2017 - 12/02/2019

Position – Store Assistant

One & half Year Working experience as a Store Assistant

DECLARATIONS

I hereby declare that the above information is true to the best of my knowledge and ability.

SAMRAN ALI