

Qasim Shahzad

CUSTOMER SERVICE SUPERVISOR AND CHASIER, OFFICE ADMINISTRATOR

Dedicated and highly skilled Customer Service Supervisor, Office Administrator, and Customer Service Cashier with over 18 years of comprehensive experience. Proven track record of delivering exceptional customer service and maintaining operational efficiency across diverse industries. Expertise in supervising and motivating teams, optimizing workflows, and resolving complex issues with tact and professionalism. Adept at handling cash transactions accurately and efficiently. Possesses strong communication, organizational, and problem-solving abilities. Demonstrated ability to thrive in fast-paced environments while ensuring top-notch customer satisfaction. A results-oriented and adaptable professional, consistently achieving and exceeding goals. Seeking to leverage extensive expertise to drive success and growth in a dynamic work environment.



Contact

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Email

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Address

Flat 106, P03 Building, France Cluster,
international City, Dubai

DOB

02/Dec/1982

Visa Status

Employment Visa

Education

Bachelor Degree (Economics/Statistics)

University Of The Punjab, Pakistan

Expertise

- Technical Troubleshooting
- System Administration
- Communication Skills
- Inventory Management
- Customer Service
- Cash Management
- Product Knowledge
- Web Designer
- Database Management
- Time Management
- MS Office Suite (Excel, Word, PowerPoint, Access)
- Problem solving
- Data Entry
- Office Management
- Digital Marketing
- Customer assistance
- Computer Hardware and Software
- Customer Relations
- Documentation and control
- Credit and collections
- Database administration
- Cash Handling
- Payment collection
- Retail merchandising

Experience

15th Aug 2016 to 20th April 2023

Imtiaz Mega Mall Retail Industry of **Pakistan**

CUSTOMER SERVICE CASHIER

- Process customer transactions efficiently, including buying and selling foreign currency, traveler's checks, money orders, and other financial instruments.
- Accurately and efficiently handling cash, checks, credit/debit cards, and other payment methods for various transactions, including purchases, returns, and exchanges.
- Greeting customers in a friendly and professional manner, addressing their inquiries, and resolving any issues or complaints promptly and courteously.
- Utilizing the POS system to process transactions, print receipts, and maintain accurate records of sales and cash flow.
- Balancing the cash register at the beginning and end of each shift, ensuring proper accounting and reconciliation of funds.
- Following company guidelines and policies related to cashiering and financial transactions, including handling voids, returns, and exchanges.
- Calculate exchange rates accurately to ensure customers receive the appropriate amount of foreign currency based on current market rates.
- Count, verify, and reconcile cash drawers at the beginning and end of shifts to maintain accuracy and minimize discrepancies.
- Utilized POS system to handle customer cash and credit card transactions.
- Processed customer orders and accurately handled payment transactions.
- Performed cash, card and check transactions to complete customer purchases.

10th Nov 2012 to 05th Aug 2016

HPEA International import & export trading company, **CHINA**

OFFICE ADMINISTRATOR / PROCUREMENT

- Develop and implement IT procurement strategies, aligning them with business goals and objectives to optimize technology acquisition processes.
- Conduct thorough market research and vendor evaluation to identify reliable suppliers, ensuring competitive pricing and superior product/service quality.
- Collaborate with IT teams to understand technology requirements, anticipating future needs, and sourcing appropriate solutions to meet those needs.
- Negotiate contracts and agreements with vendors, optimizing terms and conditions while mitigating potential risks to the company.
- Manage vendor relationships, regularly reviewing performance, and addressing any issues to maintain seamless service delivery.
- Analyze IT spending trends and identify opportunities for cost reduction and efficiency improvement without compromising quality.
- Maintain accurate procurement records, track inventory levels, and update management on procurement activities regularly.
- Stay updated with industry advancements and emerging technologies, providing insights to support innovative IT solutions and strategies.
- Troubleshoot and resolve technical issues related to office equipment and systems.

○ 07th Feb 2005 to 14th Sep 2012

National Database Registration & Authority (NADRA), **Government of PAKISTAN**

CUSTOMER SERVICE SUPERVISOR

- Supervised and motivated a team of customer service representatives to maintain a high level of professionalism, productivity, and customer satisfaction. Provided coaching, feedback, and training to enhance individual and team performance.
- Ensured that customer inquiries, complaints, and requests were addressed promptly and resolved to the best of the team's ability. Collaborated with other departments to facilitate issue resolution and improve overall customer experience.
- Emphasize your strong communication abilities, both written and verbal, as you frequently liaise with customers, team members, and other stakeholders.
- Creating, maintaining, and organizing documents, reports, and files, both in physical and digital formats, to ensure easy retrieval and access to essential information.
- Address and resolve customer concerns, complaints, and escalations in a professional and courteous manner.
- Coached employees through day-to-day work and complex problems.
- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Conducted training and mentored team members to promote productivity, accuracy, and commitment to friendly service.
- Coached team members to deliver hospitable, professional service while adhering to set service models.
- Actively supported service associates by quickly responding to questions via phone and email and finding appropriate solutions to customer issues.
- Created customer support strategies to increase customer retention.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Coordinated individual duties after careful evaluation of each employee's skill level and knowledge.
- Use MS office very well (MS word, MS excel, MS access, MS power point)

Reference

Will be furnished on demand.