



ALI MURTAZA

Customer Services &
Operations

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Dubai, United Arab Emirates :



29-Nov-1990 :



Motivated banking professional possessing a strong commitment to quality customer service coupled with superb communication skills, Build customer loyalty by effectively resolving problems and quick processing transactions.

Skills & Areas of Expertise:

- Excellent Communication skills
- Focused & Target Oriented Approach
- Ability to Produce Results
- Proclivity to Work in Team & Manage Workload Efficiently.
- Ability to Use Positive Language
- Cash handling experience.
- Computer Applications
- Self-Control
- Taking Responsibility

Work Experience

Organization : **Joyalukkas Exchange (UAE)**

Organization Type : Exchange

Designation : Customer Services Executive

Tenure : March- 2020 to July- 2023

Location : Dubai, UAE

Reporting to : Branch Manager

Brief Job Description

- Executed customer transactions regarding cash, money orders and money exchange.
- Proficient in exchanging different currencies.
- Maintained balance record with 100% rate of accuracy.
- Proficient in using computers and other office equipment.
- Exceed monthly sales goal.
- Process exchange and foreign currency.
- Register new companies for WPS and process the salary.
- Train new employees regarding money exchange procedures and cash drawer handling.
- Perform all duties as assigned by supervisor.

Organization : - **SUMMIT BANK (PAKISTAN)**

Organization Type : Bank

Designation : **Customer Services Officer**

Tenure : Feb-01-17 to Sep-30-2018

Location : Lahore, Pakistan

Area(s) of Experience : OS-IV Credit Operation Department-COD

Reporting to : Branch Manager

Brief Job Description

- Provide impeccable professional services to the customer.
- Relationship Management through outstanding customer services.
- Account opening.
- Obtaining ECIB (Electronic credit information bureau) from SBP.
- Prepare MIS report and submitted to management on Daily Basis.
- Pledge/Monitoring & Handling Pledge Process.

- Execution of customer's transaction like CF, FIM.
- Properly Maintaining the Ticklers (Stock Report, Insurance & Loan Profile)
- Undertake periodical inspections of hypothecated/pledge inventories through internal or outsource agency.
- Disbursement and maintenance of limit, expiry, D.P, rate in system.
- Maintenance of credit files & safe keeping.
- Maintaining ticklers for expiry of insurance policies.
- Hand over Pay orders to the customers & maintain the record.
- Backup of all Operations staff.

Professional Certification & Academic Education

Sr.	Certification / Degree	Institution / University	Specialization / Major	Passing Year
1	BA	Punjab University	Arts	2015
2	FSC	BISE Lahore	Pre-Medical	2012
3	SSC	BISE Lahore	Science	2009

Computer Skills and Other Abilities

Sr.	Skills & Abilities	Proficiency Level	Last Used / Practiced
1	MS Office Applications	Above Average	Currently Using
3	Adobe Photoshop	Above Average	Currently Using
3	Coral Draw	Above Average	Currently Using

Professional Development

Sr.	Workshops / Seminars
1	Training on preventing bank frauds & forgeries
2	Workshop on foreign currency account handling & its operations
3	Workshop on ethics & code of conduct

References

Reference will be furnished on demand
