



SAIFAN RAFIQ KHAN

CUSTOMER SERVICE

EXECUTIVE CUM CASHIER

My Contact

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☎ +971586779414

📍 H.NO.03 Near museum
roundabout bur-dubai Dubai

Skill

- ◆ Excellent customer service
- ◆ Problem solving
- ◆ Quick learner
- ◆ Excellent communication skills

EXPERTISE

- ◆ MS-OFFICE
- ◆ TALLY ERP 9
- ◆ MS-EXCEL
- ◆ ERP SYSTEM

Education Background

- Bachelor of commerce (ACCOUNTING) *Rani channamma university Belagavi*
Completed in 2019
- 12th *Islamiya pu Arts and Commerce college karnataka belagavi* Completed in 2014

Language

ENGLISH	URDU	KONKANI
HINDI	KANNADA	MARATHI

About Me

A Result- oriented person offers one year experience in AMER 7 Minutes Government Services as a customer service executive cum cashier and I have one year experience in Banking finance as a Relationship executive cum cashier. A straight forward person who is fast learner and always strives to get best result.

Professional Experience

AMER 7 MINUTES GOVERNMENT SERVICE (DUBAI)- CUSTOMER SERVICE EXECUTIVE CUM CASHIER (AUG 2022 TO -PRESENT)

- ◆ Greet and welcome customer once they arrive in office.
- ◆ Providing basic and accurate inquiries for customer through phone call and E-mail.
- ◆ Giving information to customer regarding Emirates ID Process, medical process and Immigration related work.
- ◆ Preparing payment voucher for paying PRO commission on daily basis.
- ◆ Reconciling all the Invoices and Bank deposit transaction.
- ◆ Responsible for the accurate and timely allocation of cash.
- ◆ Transferring money into the noqodi wallet.
- ◆ Depositing large volume of cash into bank Account.
- ◆ Closing customer invoice as per the Immigration typist guidance.
- ◆ Preparing cash collection report at the end of the closing day and sending the report to senior Accountant.

CROSS DOCK GENERAL TRADING LLC (DUBAI)- ACCOUNT EXECUTIVE (JAN- 2022 TO JULY-2022)

- ◆ Preparing sales and purchase report for the company.
- ◆ Performing Accounts payable and receivable duty.
- ◆ Preparing Invoices and receipts for vendors and customer.
- ◆ Checking daily stock movements in warehouse
- ◆ Preparing Inventory report on daily basis.
- ◆ Doing payroll duties transferring money to employees Accounts through WPS or cash.
- ◆ Preparing cash flow report.
- ◆ Reconciling all the bank statement and other documents etc.
- ◆ Verifying all the cheques and cash before depositing into bank.

**MUTHOOT FINANCE BANK LTD. (GOA INDIA)-RELATIONSHIP EXECUTIVE
CUM CASHIER (MARCH-2020 TO MARCH-2021)**

- ◆ Building positive Relationship with the customer.
- ◆ Answering to customer inquires through phone call and E-mail.
- ◆ Assisting customer to carry out proper Documentation for loan process.
- ◆ Informing customer to pay loan interest on time.
- ◆ opening bank Accounts for new and Existing customers.
- ◆ Managing customer transaction and closing Accounts when it necessary.
- ◆ preparing KYC Report for new customer.
- ◆ Maintaining digital and physical financial records.
- ◆ Handling cash transaction on daily basis.
- ◆ managing petty cash transaction.
- ◆ Accept payments by cash and cheque.
- ◆ carryout Administrative duty such as filing , preparing report , Scanning documents etc.....
- ◆ preparing bank deposit transaction.
- ◆ Maintain cash movement vault & cash movement register.
- ◆ Preparing cash denomination report.
- ◆ Processing Money transfer transaction through WESTERN UNION , IME NEPAL and etc.....