



# Muhammad Shahzeb

Foreign Exchange Teller/ Customer Service Representative

Education: M.Phil International Development Studies

Experience: 7+ Year

## Contact:

☎ 056 7944589

✉ [Qureshishahzeb534@gmail.com](mailto:Qureshishahzeb534@gmail.com)

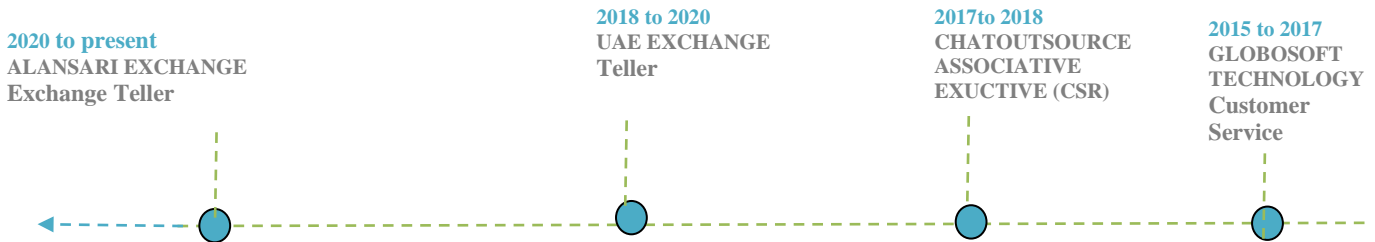


SHARJAH-UAE

## Career Summary:

To get associated with a Progressive Multinational which provides the opportunity to apply all my skills, knowledge, intellect and technical capabilities with utmost dedication and to involve myself as a part of team that dynamically works together towards the growth of the organization sharing all my field experience.

## Career Timeline:



## Professional Experience:

### Teller/Customer Service

**Organization :** AL ANSARI EXCHANGE  
**Project Location:** UAE  
**Period:** 2020 to 2023



### Duties & Responsibilities:

- Handling cash
- Conducting Corporate Transactions
- Provides excellent and error free services to customers
- Resolving customer complaints independently
- Attending all telephonic calls and give information as required by customer
- Promoting and cross selling products.
- Consistently Achieved Sales target set by the branch.
- WPS account opening for companies (salary deposits cash and cheque and salary withdrawals)
- Respecting and complying with AML (Anti money laundering) rules, policy and procedures of the company at all times.

- Collecting supporting docs for the transactions conducted and arranging them for file keeping,

### Customer Service officer/Teller (Sales and Services)

**Organization:** UAE Exchange  
**Project Location:** UAE  
**Period :** 2018 to 2020



#### Duties & Responsibilities:

- Executing customer transactions regarding cash, money orders and money exchange
- Responding to all customer inquiries regarding their transactions and account history.
- Proficient in engaging more than 60 currencies.
- Maintaining balancing record with 100% rate of accuracy.
- Exceeding monthly sales goal.
- Effectively Cross selling/Up selling of different products to customer
- Recording amounts received and preparing reports of transactions.
- Processing exchange and foreign currency.
- Maintaining friendly and professional customer interactions.
- Training new employees regarding money exchange procedures and cash drawer handling

### ASSOCIATIVE SALES EXECUTIVE (CSR)

**Organization :** Chatoutsources  
**Project Location :** Islamabad  
**Period :** 2017 - 2018



#### Duties & Responsibilities:

- Managed a team of 14 customer service representatives, providing guidance, coaching, and training to ensure exceptional service delivery
- Shift supervisor & maintained master files
- Oversaw day-to-day operations of the Customer Care department, efficiently handling inquiries, resolving issues, and maintaining high customer satisfaction levels.
- CRM handling
- Developed and implemented customer service standards, policies, and procedures, contributing to a consistent and efficient service delivery process.
- Conducted regular team meetings, performance evaluations, and training sessions to enhance team members' skills and knowledge

### Customer Service Representative (Sales)

**Organization :** GLOBOSOFT Technology  
**Project Location:** Islamabad  
**Period :** 2015 - 2017



#### Duties & Responsibilities:

- Data Entry & CRM handling
- Conducted cold calls and prospecting efforts, resulting in a 25% expansion of the client base within the first year.
- Maintained monthly reports.

- Exceeded monthly sales targets by an average of 20%, resulting in consistent revenue growth.
- Provided service information and resolved emergency problems
- Generate sales leads via call and email handle product recalls
- Handled escalated customer complaints, ensuring prompt and effective resolution, which led to a 40% reduction in escalations

## **Educational Qualification:**

---

### **M.Phil in International Development Studies**

Iqra University Islamabad, Pakistan

**Year:** 2015-2017

### **Bachelor of Science, Development Studies**

Iqra University Islamabad, Pakistan

**Year:** 2011-2015

### **HSSC, Pre-Engineering**

Federal Government College Jhelum, Pakistan

## **Achievements:**

---

- Awarded a place on DEAN'S HONORS LIST in recognition of excellent academic achievement for the fall 2011 semester
- Attended the Certified workshop held by CDA on Global Warming.
- Interview was published in UK-aid prospectus on SDG's
- Intra University Badminton Doubles Champion in 2013/14.
- Intra University Badminton Singles Semi-finalist in 2013/14

## **Generic Skills:**

---

- Cash Handling expertise
- 2 year experience of Customer Support Management
- Savvy Relationship builder
- CRM systems
- Strong banking concept
- Goal Oriented
- Excellent time management
- Excellent Interpersonal skills
- Excellent Telephone etiquettes
- Multitasking
- AML/KYC/EDD
- Strong negotiation skills
- Strong organization skills
- Excellent Communication skills
- Dispute resolution and Negotiation initiator
- Tendency to work under pressure

- Technology Proficiency
- Team Leadership and Supervision
- Problem Solving and Decision Making
- Professional consciousness

**Personal Information:**

---

Date of Birth: 30/12/1991

Nationality: Pakistani

Linguistic: English, Urdu & Basic knowledge of Arabic

UAE DRIVING LISENCE HOLDER