



UMAR FAROOQ

Cashier/Teller

Analytical, detail-oriented professional with 2+ years of extensive experience in providing exceptional customer services, administering customer transaction, and promoting company offering in the retail industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of financial transaction in a fast-paced environment.

Contact

Phone

0561247829

Email

umermughal016136@gmail.com

Address

I-Cad Mussafah Abu Dhabi UAE

Education

2016-2020

Bachelor of Commerce in Finance

The University of Punjab

2014-2016

Intermediate of Commerce

Al Haramain College of Commerce

Expertise

- Client Management
- Complex Problem-Solving
- Record-keeping & Documentation
- Working under Pressure
- Multiple Tasking
- MS Word, Excel, Power Point

Language

English

Urdu/Hindi

Experience

04-2022 to Present

ADCOOPS (SPAR International)

Cashier/Teller

- Well Greeting and good Customer Services.
- Administer the balancing of branch's vaults, Automated Teller Machines (ATMs), Teller Cash Dispensers (TCDs), and Teller Cash Recyclers (TCRs) with a daily total of more than AED100K.
- Leverage organizational and prioritization abilities, coupled with superior attention to detail to efficiently process 20+ transactions per hour, attending to many customers on a daily basis.
- Establish strong credibility with clients by providing accurate information to address concerns regarding their accounts and other products, resulting in achieving the highest rate of customer loyalty and retention.
- Carry out special services for customers, such as ordering Gift Cards and voucher. Handling the counter, billing the customer purchased goods by accepting cash and cards. Tremendous experience in handling VISA & Master card machines.
- Administrative experience in closing the end of day reconciliation for cash balancing. Mentoring newly joined staffs on handling counter activities.
- Assisting customer enquiries, resolving problems on the spot. Interacting with customers as a navigator.

2021-2022

Zain Enterprises

Data Entry Operator

- Interpret data, analyze results using statistical techniques and provide ongoing reports.
- Develop and implement databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality.
- Acquire data from primary or secondary data sources and maintain databases/data systems Identify, analyze, and interpret trends or patterns in complex data sets Filter and "clean" data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems.
- Work with management to prioritize business and information needs Locate and define new process improvement opportunities.
- Preparing and sorting documents for data Entry.
- Stock maintaining and recording, maintaining record of raw material, packing material, and finishing goods.
- Collect and organize customer wise order.

Additional Information

Visa Status: Employment Visa until 05-2024

Certificates: Customer Services Training from Abu Dhabi COOP Financial Accounting Competition from "ICMA", ACCA Pakistan.

Reference

References Available upon Request.