



AFSANA BANU SHAIKH

Mobile: +971 551325568

Email: afsanabanukhan21@gmail.com

Address: DUBAI – UAE

PERSONAL DETAILS

DATE OF BIRTH: 01/07/1989

NATIONALITY: India

CIVIL STATUS: Married

GENDER : Female

LANGUAGES: English, Hindi

VISA STATUS: Visit Visa

TECHNOLOGIES

- Ms office, Word, Excel, Power point, Tally Erp 9

EDUCATION

- Master Degree in English Literature: University of Mohan Lal Sukhadiya University Udaipur India. 2021- 2022
- Professional Bachelor degree in English Literature: University of Maharishi Dayanand Saraswati Ajmer India. 2009- 2011

SKILLS

- ABLE TO WORK UNDER PRESSURE
- Computer proficient in (MS Office word, PowerPoint, Excel)
- Can speak English and Hindi language fluently.
- Knowledge in Banking Transactions
- Excellent Customer Service.

CASHIER/TELLER / CUSTOMER SERVICE OFFICER / BRANCH OPERATION / FRONT DESK OFFICER

OBJECTIVES

Cashier with 3 years of experience in FINANCIAL industry, providing excellent service. Accurately and effectively perform cashier duties independently, contributing to the success of the company. Fully dedicated in providing good customer relationship giving them a pleasant banking experience. Can work harmoniously with colleagues.

WORK EXPERIENCE

➤ WORKED AS RECEPTIONIST AT CARGO MOVERS CO. WITH 3+ YEARS OF EXPERIENCE – JAN 2018 TO DEC 2020

- She was Responsible for receiving call, guiding and helping visiting customers,
- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email.

➤ CASHIER, CUSTOMER SERVICE EXECUTIVE, MUTHOOT FINCORP LTD., INDIA FEB 2015-DEC.2017

- Handle day to day Branch business transaction, customer queries and provide effective Resolution
- Ensure quality of business through proper adherence. Increase the Branch business through.
- All product knowing to the customer, login to loan, Release and part interest, correction to address and mobile # in loan.
- Handle day to day Branch business transaction, customer queries and provide effective Resolution
- Ensure quality of business through proper adherence. Increase the Branch business through.
- Business development activities, consistently cross-sell and up-sell and promotes multiple products and service
- Cash Handling, Gold loan, money transfer NCDS and BOND, Reconciliation of bank statement, Maintaining Cash book, books Keeping
- Daily Report to Area head, daily monthly to RO and HO. Maintained regular and continues Relationship with Existing and potential customer
- Achieves self-business targets and Ensure Profitability of the unit Branch. Ensure operational and laid down policies and Physical verification of cash in hand. Cross-sell products and introduce new one. practices
- Maintained of customer KYC Details. Money Receive from money gram, Western union. Air ticket, train ticket. Manage day to day transaction operation, cash flow in and out
- Maintained of records, document, ledger, voucher, cash-book and all relevant. Cross-Selling various products to customer providing leads for business growth. Totally handling cash in branch purpose to loan, handling cash in bank account limit.
- Aproductknowing to the customer, login to loan, Release and part interest,
- Apart from these things also handling customer queries and complaints.
- Handling various types of customer and giving excellent customer service.
- Handling branch operation and cashier role. Acting as in charge in the absence of the manager

- Manage cash, card, online payment by NEFT RTGS, Knowledge of Billing system. Tally cash and Make deposit For Next Day closing. Verify cash short/ excess and rectify.
- Handling and vaulting of cash and gold, Upselling, Cross- Selling of products.
- Provide fast and excellent customer service to the customer in very professional way complying with SGOT greet-offer-thank
- Resolve customer complaints independently, wherever possible
- petty cash management

➤ **COMPUTER OPERATOR, SHUBH INNOVSOURCE PVT LTD. INDIA
OCT. 2014- JAN.2015**

- Accurately entered and updated a high volume of financial data in the bank computer system, ensuring timely and error-free record-keeping.
- Entering customer and account data from source document within time limits
- Maintain files, record, chronologies of entry activities
- Identify, verify and update customer information

DECLARATION

I hereby certify that the above information is true and correct according to the best of my abilities early awaiting positive response.