

# MUHAMMAD FARAZ

**Address:** Dubai Investment Park, Dubai, UAE

**Contact No:** +971 56 2216 732

**E mail:** [farazbaba730@gmail.com](mailto:farazbaba730@gmail.com)



## OBJECTIVE

To become a competent & dynamic professional working in an organization that places high value on professional growth for self-motivated individuals seeking challenging assignments for responsible positions.

## PROFESSIONAL EXPERIENCE

### **Name of Organization: Lulu International Exchange**

Position Held: **Front Line Associate (FLA)**

Period: December 2021 to present

#### Job Responsibilities:

- Processes over-the-counter remittances and high value transactions according to prescribed policies, guidelines, processes, and service level agreements.
- Handles ForEx and WPS deposit and withdrawal.
- Receives payout from across the globe except high-risked transactions.
- Ensures all transactions are processed efficiently and responsibly and performed in accordance to company's compliance rules.
- Coordinates with Marketing Department on product launches and branch/local store marketing promotions.
- Prepares and submits accurate and timely branch reports based on prescribed timeline, e.g., Daily Cash Report, EOD Report, etc.
- Delivers exceptional customer service and deals with their enquiries professionally and in a timely manner.
- Monitors all KYC documents and follows all company AML Policies.

### **Name of Organization: Al Razouki International Exchange**

Position Held: **Cashier & Teller**

Period: January 2018 to November 2021

#### Job Responsibilities:

- Assists senior management in the daily operations & provision of services.
- Sends customers' remittances to their home countries through Casmex, Ime (Ria), Western Union, Xpress money, Transfast, Instant cash and much more.
- Processes salaries of customers through WPS.
- Deals with the buying and selling of foreign currencies.
- Handles various correspondences from different banks & agents.
- Deals with bills payments requests of clients.
- Reports daily to manager about all client requests which were handled.
- Plans, develops, and implements effective marketing communication campaigns

**Name of Organization: Muhammad Qureshi International Textiles LLC, UAE**

Position Held: **Sales Executive**  
Period: September 2016 to October 2017

**Job Responsibilities:**

- Contacts new and existing customers to discuss needs
- Answers questions about the products
- Negotiates prices and terms and prepare sales agreements
- Maintains contact lists and follow up with customers to continue relationships

**Name of Organization: Nestle, Karachi Pakistan**

Position Held: **Sales Coordinator**  
Period: November 2014 to August 2016

**Job Responsibilities:**

- Maintains supplies of sales presentation materials, including slides and brochures.
- Analyzes customer shopping data to optimize sales efforts and better identify potential customers.
- Enters order information into the company database.
- Answers client questions regarding their account or sales products.

**Name of Organization: Carrefour, Pakistan**

Position Held: **Brand Ambassador**  
Period: October 2013 to November 2014

**Job Responsibilities:**

- Creates and contributes to social media accounts for our clients
- Develops social media strategies based on continually evolving metrics and client feedback
- Measures the conversion rates and other metrics for ongoing campaigns and make adjustments as necessary
- Creates content for our website and blog to attract new clients and to establish us as experts in social media marketing for products

**Name of Organization: Imtiaz Super Market, Karachi Pakistan**

Position Held: **Merchandiser**  
Period: March 2012 to October 2013

**Job Responsibilities:**

- Monitors customer warehouse inventory levels and submit comprehensive inventory reports each week.
- Collaborates with customers to create attractive sales floor displays and make sure that our product is prominently displayed.
- Assists customers in creating an organized warehouse that allows for easier product accessibility.
- Stocks sales floor shelves for the customers who request additional inventory management assistance.

## **EDUCATIONAL QUALIFICATION**

- H.S.S.C Passed – Sindh Board, Pakistan
- DOMINO English Learning Course
- Computer Course from ROSHI COMPUTER INSITUTE

## COMPUTER SKILLS

- Basic Computer knowledge
- Microsoft Office Applications (MS Word, MS Power-point, MS Excel)
- Internet Browsing and Emailing.

## PERSONAL INFORMATION

- Date of Birth: 07-12-1995
- Nationality: Pakistan
- Gender: Male
- Marital Status: Single
- Religion: Muslim
- Languages: English & Urdu

## KEY SKILLS

- Self-motivation.
- Excellent interpersonal and communication skills in a professional manner.
- Ability to learn and work under pressure.
- Confident and good team player.
- Ability to learn quickly and adapt to changing environments and willingness to accept responsibilities.
- Ability to deal effectively with multicultural environment

## DECLARATION

- I hereby declare that the facts given in resume are correct to best of my knowledge and beliefs

**MUHAMMAD FARAZ**