

MUHAMMAD JUNAID

TELLER



 Abu Dhabi, UAE.
 Junaidfae@gmail.com
 +971-508848607

SKILLS

- **Customer Service:** Proficient in delivering exceptional customer service, ensuring positive customer interactions and satisfaction.
- **Cash Handling:** Experienced in accurately counting and managing cash transactions, adhering to strict security and accuracy protocols.
- **Communication:** Strong verbal and written communication skills for effective interactions with customers and colleagues.
- **Sales and Upselling:** Proficient in identifying opportunities to cross-sell banking products and services to customers

EDUCATION

(B.COM)
BACHELOR'S OF COMMERCE
University Of Punjab , Lahore
2008 - 2010

(D.COM)
DIPLOMA IN COMMERCE
PBTE, LAHORE.
2006 - 2008

LANGUAGES

English native language
Urdu speaking, writing, reading
Punjabi speaking, reading
Hindi speaking
Arabic Understanding, Learning

PROFILE

I am an individual with a strong focus on customer satisfaction and a demonstrated history of success in the role of a teller at LuLu International Exchange LLC. Clients have placed their trust in our organization due to our outstanding customer service, which has regularly garnered excellent reviews. Proficient in effectively and efficiently managing financial transactions, hence ensuring a seamless and satisfactory banking encounter.

EXPERIENCES

Pak Apparel.

2021 to 2023 Customer Service Representative

- Provided exceptional customer service, addressing inquiries and resolving issues to enhance overall satisfaction.
- Managed and maintained financial accounts to ensure accuracy and compliance.

LuLu International Exchange.

2016 to 2021 Teller | FC Cashier

- Foreign currency Telegraphic Transfers (T T/Swift Transfer).
- Purchase and Sale of bank notes of different currencies.
- Money Transfers-DD,TT, Western Union, Express Money IME etc.
- Monitoring & controlling currency positions.
- Remittance counter operation-Draft, Speed Remittance, Instant Cash.
- Handling Customer Queries and Complaints.
- Taking leads from customers and providing best service.
- Achieving monthly targets of branch, maintained friendly and professional customer attraction.
- Money exchange & Transfer.
- Payment Processing.
- Correspondent bank and branch.
- Western Union query handling.
- Complaint tracking support.

2010 to 2012 Pakistan Logistics Cell. Accountant

- Income and Expenditure Report.
- Monthly Wages, Advance Settlement, Payroll etc.