



# Muhammad Zeeshan

## Accounts and Finance

**Summary:** I'm an experienced professional with a diverse background in the banking industry and currently working as a Customer Service Representative . With over two years of experience as a teller, I have developed strong skills in customer service and financial transactions. I am now seeking new opportunities to further enhance my skills and contribute to the success of a reputable organization.

## Contact

### Phone

+971568949506

### Email

m.zeeshan4321.mz@gmail.com

### Address

Building 205 discovery gardens,  
Jabel Ali Village , Dubai

## Education

- **BSc ( bachelors in Computer Science )** 2017  
Virtual University of Pakistan
- **Intermediate ( I.C.S )** 2014  
Punjab Group of Collages Pakistan

## Skills

- Deposit and withdrawal managment
- Transaction processing
- Relationship building and management
- Rapid data entry skills
- Microsoft Office
- Superb Surveillance Skills
- Analytical thinking

## Language

English

Urdu

## Experience 5 years

### Customer Services Representative

2022-2023

Transguard Group

- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Provided warm, positive customer care from arrival to departure, encouraging return visits and repeat spending.
- Handled phone, email and social media enquiries with consistent customer service across multiple channels.

### Bank Teller

2019-2022

United Bank Limited Pakistan

- Oversaw all transaction services, including bank deposits, monetary withdrawals and financial transfers.
- Consistently met service quality targets by maintaining in-depth knowledge of bank products, services and practices.
- Volunteered for extra shifts during holidays and other busy periods to elleviate staffing shortages.

### Data Entry Operator

2014-2016

Osama Composing Lab

- Created databases and spreadsheets to improve inventory management and reporting accuracy.
- Gathered data to create Excel spreadsheets for budget and inventory management.
- Maintained detailed administration and office procedures to improve accuracy and efficiency.

## Certificates

- English Proficiency Certificate

## Links

### LinkedIn

<https://www.linkedin.com/in/muhammadd-zeeshan-a8176b267?trk=contact-info>