



**WAQAR AHMAD**

**CUSTOMER RELATION EXECUTIVE  
MARKETING SPECIALIST/TELLER**

**Uae driving license holder**

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**Profile summary**

highly efficient, innovative and methodical cash handling with extensive experience of supporting customer service department by using strong communication skills. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually. Comfortable working in a fast paced, growth oriented work environment and possessing a proven ability to ensure that brand messages, standards and communications are understood and implemented.

**OBJECTIVE**

To secure a position in a growth oriented organization which offers superb opportunity for career advancement and professional development.

**EDUCATION**

- 2010 Bachelor in commerce(B.com from university of punjab)
- 2008 HSSC(Rawalpindi board)
- 2006 SSC(Rawalpindi board)

**COMMUNICATION SKILLS**

- English,arabic,urdu,punjabi,hindko,pashto,hindi

## **SKILL AND KNOWLEDGE**

- Able to motivate others and self plus enthusiastic.
- Highly energetic able to analyze and utilize information effectively
- Pleasing personality and loves working with peoples.
- Pays attention strictly to meet standards and guidelines to gather information before making decisions accepting responsibility for accuracy of work.
- Highly organized and dedicated to work with a positive attitude
- Excellent communication skills (Verbal and Written)
- Positive attitude
- Fluency in English (Verbal and Written)
- MS Office, MS Word, MS Excel
- Quick Learner

## **EXPERIENCE**

### **AHALIA MONEY EXCHANGE UAE(16.06.2021 PRESENT)**

#### **CUSTOMER RELATION EXECUTIVE/COLLECTION CUM CASHIER**

- Accepts and physically keeps a tally of cash amount while being a single window representative (remittance and forex)
- Collects proper and required documents from customers
- Remittance to all available corridor
- Handles payment of MoneyGram, Transfast, instant cash and EZ Remit
- Cross sells various products to customers

Responsible for routine branch operations which include purchase and sale of foreign Currency, money transfer, Bill Payment, Vat Payment and WPS solutions.

- Customer Service: Customer Profile, Service Profile, Remittance Query, Stop payment, Handling Complaints, Complaints Tracking and Customer Merging
- Acknowledges inward mail received.
  - Regular going to different camps collection.

### **AL FALAH SAFETY AND SECURITY SERVICE(2015 to 2021)**

#### **ADMIN ASSISTANT/CUSTOMER SERVICE**

- Consistently providing an approachable, helpful and friendly service to colleagues and clients information resource by being well.
  - Handling customer excellent way
- Greeting with peoples polite
- Senior claims representative
  - Identifying the qualified claims.
  - Gathering information from customer
- Connecting customer with law.

- **Expertis**
- Sales
- Customer service
- Online marketing
- Market research
- Collection cash handling
- Customer support(inbound/outbound)

## **REFERENCE**

Reference are available upon request