

Shoaib Saeed

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CAREER OBJECTIVE:

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

CAREER PROFILE/SKILLS:

- **Self-Motivation**
- **Integrity**
- **Business Acumen and Interest**
- **Organizational skills and ability to manage deadlines**
- **Analytical Ability**
- **Methodical Approach and problem-solving skills**

Organization: **LULU International Exchange**
(Lulu Exchange is one of the most trusted money exchange companies in UAE)

Tenure: July 26, 2022– Till Date
Designation: Front Line Associate (FLA)



Responsibilities:

- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensure all tasks and checks are completed.
- Follow compliance procedures, company policies and abide by all health and safety guidelines as per company standards.
- Perform administrative tasks such as filing, generating reports and maintaining mail correspondence.
- Provide support and information to customers, over the counter and by phone.
- Maintain a cash float and follows balancing and reconciling procedures.
- Prepare daily 'End of Day' sheet at the close of each business day.
- Receive foreign currency from the authorized person for Sell & purchase.
- Complying AML policy & procedures.
- Assist cash checker in weekly/monthly cash count.
- Report to BM/Br. Supervisor about any discrepancy in cash count or fake notes.
- Help for welcoming and registration for new WPS customer.
- Identifying & dealing with high-profile customers and delivering superior customer service within quality parameters.
- Nurturing & maintaining relationships with priority and premium customers and ensuring timely resolution of Customer complaints.

Organization: **Union COOP-Private**
(A largest consumer cooperative in UAE)

Tenure: November 11, 2020– June 04, 2022
Designation: Cashier.



Responsibilities:

- Welcoming customers, answering their questions, helping them locate items, and providing advice or recommendations.
- Operating scanners, scales, cash registers, and other electronics.
- Balancing the cash register and generating reports for credit and debit sales.
- Accepting payments, ensuring all prices and quantities are accurate and providing a receipt to every customer.
- Processing refunds and exchanges, resolving complaints.
- Bagging or wrapping purchases to ensure safe transport.
- Following all store procedures regarding coupons, gift cards, or the purchase of specific items, such as alcohol or cigarettes. Inspect deliveries for damage or discrepancies; report those to Branch Manager.
- Maintaining a clean workspace.
- Ability to stand walks, lift heavy items, and work with other team members in a fast-paced environment to provide excellent service.

PROFESSIONAL WORK EXPERIENCE:

Organization: **Executive Business Solutions-**
(An International customer support in Business Solutions)

Tenure: January, 2020– October 01, 2020

Designation: CCR (Call Center Representative).



Responsibilities:

- Handle 50+ customer online interactions per day, giving detailed, personalized, friendly & polite service to ensure customer retention
- Memorized all company products and services to be able to answer all customer questions quickly and efficiently, and make relevant up sells.
- Receive source data such as customer names, addresses, phone numbers, credit card information, and enter data into various customers' service software
- Conversational in English (able to meet all customer service requirements with English speakers)
- Trained 3 new employees in customer service script recitation, conflict resolution, and data entry practices
- Able to set up laptop, headphones, microphones, Skype, or any other chat client service to converse with customers.

PROFESSIONAL WORK EXPERIENCE:

Organization: **Rupafil-Limited**

(A leading textile group in Pakistan)

Tenure: April 2017– August 2019

Designation: Accounts Officer.



Responsibilities:

- Post and process journal entries to ensure all business transactions are recorded.
- Assist with reviewing of expenses, Payroll Records etc. as assigned.
- Update accounts receivable and issue invoices.
- Prepare the payment schedule.
- To reconcile bank and cash balances with the accounts.
- To reconcile accounts receivables and payables with the parties.
- Variance of profit on daily basis.
- Adjustment of section store.
- Handling with import material receipt note.(MRN)
- Preparation of L.C payment valuation.
- Stock taking.
- Any work assigned by higher management.

ACADEMIC EDUCATION:

| DEGREE/CERTIFICATION | EXAMINING BODY: | YEAR |
|---|----------------------------|------|
| Masters of Business Administration (MS) | Bahaudin Zakria University | 2017 |
| Bachelor of Commerce | Sargodha University | 2012 |

CERTIFICATION/ ADDITIONAL SKILLS:

- **MS Office** (All versions, esp. MS Word, MS Power Point and MS Excel)
- **MS Excel** (MS Formulae, Reports Automation, Macros, Presentations w.r.t. Analysis)
- **Oracle** (Journal Entries & Porter running)

TRAININGS & WORKSHOPS:

- **Internship in Meezan Bank Limited**
- **Internship in Indus Relief & Development Organization**

PERSONAL INFORMATION:

Father's Name : Neamat Ali

Date of Birth : 03-03-1992

Marital Status : Married

REFERENCE:

Reference will be furnished on demand.