FARWA MOHAMMAD YAQOOB

PROFESSIONAL CUSTOMER CARE SERVICE DATA ENTRY OPERATOR AND CASHIER

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Personal Details

Date of Birth: 18 AUG 1994

Languages: English, Urdu and Punjabi

Nationality: Pakistani

Marital Status: Single

Address: DUBAI UAE

Profile Summary

- Maintains database by entering new and updated customer and account information.
- Prepares source data for computer entry by compiling and sorting information.
- Establishes entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies.
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures. Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change or tickets.
- Redeem stamps and coupons.
- Cross-sell products and introduce new ones

Work Experience

JULY 2022 To SEPTEMBER 2023:

CUSTOMER CARE SERVICES Shobra Trading Of Ready Garments LLC-DUBAI

- 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 proving 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.
- Maintaining a clean workspace.

Work Experience

MARCH 2019 TO JUNE 2022:

CUSTOMER CARE SERVICES TDCP_ITHM (Govt of Punjab, Pakistan):

- Maintains database by entering new and updated customer and account information.
- Prepares source data for computer entry by compiling and sorting information.
- Establishes entry priorities.
- Processes customer and account source documents by reviewing data for deficiencies.
- Resolves deficiencies by using standard procedures or returning incomplete documents to the team leader for resolution.
- Enters customer and account data by inputting alphabetic and numeric information on keyboard or optical scanner according to screen format.
- Maintains data entry requirements by following data program techniques and procedures.
- Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data.
- Combines data from both systems when account information is incomplete.
- Purges files to eliminate duplication of data.
- Tests customer and account system changes and upgrades by inputting new data.
- Secures information by completing data base backups.
- Maintains operations by following policies and procedures and reporting needed changes.

Education

Diploma   **Tourism and Hotel Management (Front Desk)**

BSC   **Bachelors in Computer Science, Mathematics (UOS)**

INTER   **Intermediate in Faculty of Science BISE , Gujranwala**

MATRIC   **Secondary School Certificate BISE GRW**

Core Competencies

Leadership skills, Problem solving skills

Team Player, Communication skills

Skills

- Microsoft Office Word, Excel ,power point
- Good command in Internet Browsing
- Face Challenges, Decision maker
- Lead to Team Work

Reference

Reference will be given on demand.