

# Muhammad Sohail Ahmad

International City ♦ Greece Cluster L-08 ♦ Dubai UAE

Tel: +971-55-9706573 ♦ Email: sohailahmad.1438@gmail.com



## CAREER OBJECTIVE

Seeking a position that allows me to apply my strong analytical and problem-solving skills, along with my passion for continuous learning, to make a positive impact and contribute to the overall goals of the organization.

## CORE SKILLS

- Excellent Time Management
- Strong Customer Relation
- Detailed Oriented
- Customer Relationships
- Financial Services
- Rapid Data Entry
- Interpersonal Skills
- Verbal/Written Communication
- Customer Satisfaction
- Customer Issues
- Clerical Knowledge
- Hardware/Software Skills
- High level of Accuracy
- Petty Cash Management
- Cash Drawer Maintenance

## CAREER HISTORY

### Data Entry Operator

**12/2022 to Current**

#### AI Ehtisham Technical Services L.L.C

**Dubai, UAE**

- Kept computer systems in excellent working order by performing preventative maintenance.
- Completed frequent checks on user logins, file permissions and other data.
- Scanned documentation and entered into database to maintain accurate records.
- Created and maintained spreadsheets using Excel.
- Created and maintained company records and used software to review and monitor data.
- Organized files faxed reports and scanned documents into document management system.
- Transferred data from paper formats into database systems to keep digital formats.
- Researched and requested further information to complete missing documents.
- Compared source documents to verify accuracy of data.
- Monitored hardware to identify errors and maintain performance and functionality.
- Reviewed customer orders and followed specifications relating to data entry.

### Customer Service Officer

**02/2021 to 07/2021**

#### Bank Islami Pakistan Ltd

**Toba Tek Singh, Pakistan**

- Maintained clean, tidy and organized checkout areas.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.
- Worked overtime shifts to maintain optimal workflow during busy periods or times of unexpected high volume.
- Worked closely with front-of-house staff to facilitate positive customer experiences.
- Maintained high productivity by efficiently processing cash, credit and debit payments.
- Assessed customer needs through clear communication, anticipating and responding appropriately to queries.
- Handled high-volume credit and cash transactions using Point of Sale (POS) systems efficiently.
- Completed opening and closing procedures, verifying proper cash-on-hand amounts and allocating resources.
- Reconciled POS system reports to identify and correct cash-handling errors and reduce discrepancies.
- Processed payments by cash, cheque, or card to complete transactions.
- Completed daily records updates to track sales and accurate payment totals.
- Calculated and provided accurate change to customers after transactions.
- Verified register at beginning and end of work shifts to help with error-free money handling.
- Addressed and resolved complaints regarding transactions and ticket issuing.

- Counted cash in register drawer at beginning and end of shift.
- Worked closely with Teller to solve problems and handle customer concerns.
- Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.
- Assisted customers with special services, account updates and promotional options.
- Completed highly accurate, high-volume money counts via both manual and machine-driven approaches.
- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Processed quarterly Vault and ATM audits with zero error rates.
- Provided high level of customer service through friendly approach, strong professionalism and timely assistance with customer transactions.
- Checked amount details and fraud markers for transaction papers such as checks and money orders.
- To Manage ATM with regard to Replenishment, Balancing / reconciliation, Claims Settlements Cards Management in accordance with ATM SOP guidelines and SBP directives.
- Develops working relationships by effectively responding to customer needs, resolving inquiries/ complaints in a positive, professional and timely manner as outlined in Bank policies and procedures.
- Provide additional information to customers regarding promotions, contests and new account options.
- Process and post various loan payments, record information in the database and issue a receipt confirming the transaction.
- Resolves customer issues and answers questions.
- Provides a positive customer experience with fair, friendly, and courteous service.

## **EDUCATION**

### **Master of Computer Science (MCS).2015**

Institute Of Southern Punjab Multan Pakistan

### **Bachelor Of Science (B.Sc.) 2010**

B.Z.U Multan Pakistan

### **Diploma Of Associate Engineer (D.A.E) 2008**

P.B.T.E Lahore Pakistan

### **Matric 2005**

BISE Faisalabad Pakistan.

## **INTERESTS AND HOBBIES**

- Sports
- Reading/Writing
- Traveling
- Community Involvement
- Photography
- Current Affairs

## **LANGUAGES**

- English
- Urdu/Hindi
- Punjabi

## **REFERENCE**

Reference available on Request