



# HALLAR NIZAM

## ABOUT ME:

A highly motivated and customer-oriented individual with experience in maintaining excellent customer service standards, handling cash register operations. Hardworking and dedicated Cashier cum Customer Service Representative with over 5+ years of experience. Proficient and effective in initiating sales and providing clients with optimal customer service. Eager to join a new team of professionals and assist them in thriving with my characteristic passion and commitment to excellence.

## PROFESSIONAL EXPERIENCE:

### - MEEZAN BANK Ltd.:



### Cashier / Branch Service Officer | Oct 2018 to Present

#### Responsibilities:

- Responsible for overseeing the daily operations of tillering, cashiering and ATM operations
- Ensuring prompt and efficient service delivery in compliance with Bank's service standards and legal requirements
- Perform start and end of day activities
- Report any unusual circumstances to the Operation Manager
- Responsible for providing excellent customer service to all clients / customers
- Supervise branch's daily cash movements, ATM operations, deposit pick-up, payroll delivery
- Have experience of dealing in different currencies like USD / GBP / Euros etc.

### - PTCL:



### Customer Service Representative | Oct 2016 to Sep 2018

#### Responsibilities:

- Providing introductory information to new customers about products and services
- Responsible for handling complaints, providing solutions
- Following-up with customers to resolve any pending issues
- Identify and assess customers' needs to achieve satisfaction
- Respond promptly to customer inquiries and concerns via phone, emails, or chat

### - Ufone:



### Call Centre Agent | Feb 2015 to Sep 2016

#### Responsibilities:

- Answering inbound calls and assisting customers who have particular inquiries or questions.
- Providing individualized customer service of high-standard professional level
- Building the interest of customers in the products and services offered by the Organization
- Updating the existing database with any modifications or changes and the present status of existing customers

## CONTACT DETAILS:

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Email: hallarnizam54@gmail.com

Location: Dubai, UAE

## SKILLS:

- Communication Skills
- Multitasking Skills
- Relationship Building
- Problem-solving Skills
- Office Technology Skills

## EDUCATION:

B.E. Electronics

N.E.D. University, Pakistan

2010 – 2014

## TRAININGS:

- Branch Service Officer (Cash) Training Program
- Sales Training for Non-sales Staff