

Muhammad Abdul Wahab

CUSTOMER SERVICE | TELLER | SALES | CASHIER

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Having rich experience as cashier | teller | Customer service executive in a reputed foreign exchange branch in the UAE. Possessing strong leadership and dynamism necessary to provide quality service of the highest order and the efficiency to drive products' competitive advantage. Demonstrating multi-tasking skills while prioritizing work assignments. Seeking opportunity to achieve mutual growth and manage varied and challenging assignments in competitive and dynamic work environment. Individual who possess high integrity, honesty, and sincerity. The ability to learn quickly new skills from well performing colleagues. I am quick to learn automated tools and business application systems.

PROFESSIONAL WORK EXPERIENCE:

Organization: Al Ghurair Exchange (Dubai, UAE)
Tenure: 28th March 2022 - 28th Feb 2024
Designation: Cashier | Teller | Customer Service Executive
Responsibilities:



- Process transactions such as foreign currency exchange, money transfers, of all kinds and collection of wps payments, inward remittance and other utility payments.
- Perform cash transactions with high level of speed and accuracy with avoidance of cash shortage or overages, double postings.
- Investigates currency notes to determine genuine from counterfeit.
- Balance currencies, coins, and checks in cash drawers at ends of shifts.
- Maintains a cash float and follows balancing and reconciling procedures; prepares daily 'End of Day' sheet at the closing of each business day.
- Achieving and exceeding on customer service objective for customer satisfaction and thereby repeat sales and transactions by providing product knowledge and guiding them through demonstration.
- Contributes for achieving or exceeding allocated sales targets by offering excellent customer service and cross selling of different products and services offered
- Entertains and handling the customer with different demographic without any biases on nationally, color, race and income, meet their required services and maintaining sound relationship with customer.
- Practices the Know Your Customer (KYC) and customer Due Diligence (CDD), adheres to the AML policies, regulatory requirements of the company and compliance of the central bank.

Organization: Saeed Book Bank (Islamabad, Pakistan).

Tenure: 1st Sep 2017- 26th Oct 2020



Designation: Sales Cashier

Responsibilities:

Handling and recording entries for transactions, deposits and withdrawals. Managing customer concerns to provide them with a first-rate shopping experience. Training, supervising and appraising staff, Maintaining statistical and financial record, and stock control. Balancing the cash register and generating reports for credit and debit sales. Maximizing profitability and setting/meeting sales targets, including motivating staff to do so, preparing promotional materials and displays. Assist customers where possible, Process coupons, Handle discount cards, maintain a clean and tidy checkout area.

ACADEMIC EDUCATION:

Education	EXAMINING BODY	GRADE	YEAR
<input type="checkbox"/> Bachelor of Arts	Punjab University Pakistan	B	2019
<input type="checkbox"/> Intermediate	B.I.S.E Lahore	A	2013
<input type="checkbox"/> Matriculation	B.I.S.E Lahore	A	2009

COMMUNICATION AND INTERPERSONAL SKILLS:

- Individual who possess high integrity, honesty, and sincerity.
- Good knowledge of mathematics.
- The ability to communicate information and ideas well to others, i.e., customers, and colleagues.
- Quick to learn automated tools and business application systems
- Good typing speed.
- MS Office (Word, Excel, Power point).

INTERESTS AND HOBBIES:

- Travelling
- Book Reading

PERSONAL INFORMATION:

- Father's Name: Syed M Shamim Hassan
- DOB: 23rd March. 1994
- Nationality: Pakistan
- Passport # KF1074411