



FAHEEM UL HASSAN

Customer Service Representative

📞 056 459 0945

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📍 Dubai

EDUCATION

02/2022

Gomal university

Master of Arts (M.A.):
ENGLISH

05/2018

Peshawar technical board

Completed coursework
towards DIPLOMA IN
INFORMATION TECHNOLOGY:
IT

02/2017

Allama Iqbal university

BACHELOR OF ARTS

05/2014

Kohat board

Completed coursework
towards PRE ENGINEERING:
Maths

06/2012

kohat board

Completed coursework
towards MATRIC

SKILLS

- HR Coordinator
- DRIVING
- VIRTUAL ASSISTANT
- FACEBOOK AND MAIL
- WEBSITE MAKING
- CUSTOMER SERVICE

PROFESSIONAL SUMMARY

Motivated as a Sales Executive for (3) years ,Customer service Representative for(2) years, Supervisor for (2) years experiences in Pakistan. I am well recognized assessing operational needs and developing solutions to save cost and time's. I am resourceful and well organized person with excellent leadership and Team building record. Highly customer oriented communication skills with strong history of high performance team to meet or exceed the objectives. A highly motivated and self-driven personality dreaming to be the part of organization which cares the value of employees to sustain and progress in their personal and professional life

EXPERIENCE

04/2022 - 11/2023

Customer Service Cashier

HABIB BANKHABIB BANK

- I worked as a Customer Service and Cash Handler in Habib Bank Limited
- Anticipated Customer Needs to resolve
- Complains in a Timely and Efficient manner
- Achieved high quality scores each week based on customer level of satisfactory
- Keep accurate records of daily transactions
- Record of accounts payable and Receivable
- Update internal system with financial audit
- participate in financial audits
- Revenue generated of sales MTD
- Banks product selling for insuring customers
- Daily making invoices, Fast cash, Ready cash, Instant cash,Money gram
- Involvement in ready cash and personal loans

- SALES EXPERTISE
- DOCUMENT CONTROLLING
- BOOKI KEEPING
- MICROSOFT OFFICE
- CLIENT COMMUNICATION SKILLS
- RECEPTIONIST
- CASH HANDLING

CERTIFICATIONS

- Occupational safety and health
- Fire safety
- Institute of Occupational safety and health
- First Aid

LANGUAGES

- **English**
Advanced
- **Urdu**
Fluent

07/2020 - 09/2022

Supervisor

M/S NOORISTAN CONSTRUCTION BUILDERS M/S NOORISTAN CONSTRUCTION BUILDERS

- I worked as a supervisor at steel casting .my work is to supervise labors and keep place clean from hazards and risks.
- Trained new employees on company policies, procedures and work ethics.
- Supervised and coordinated activities of staff to ensure compliance with established policies, procedures, and standards.
- Delegated tasks to team members according to individual strengths.
- Worked closely with upper management to develop strategies for improving operational efficiency within the department.
- Oversaw the training of new employees on job responsibilities and expectations.

03/2015 - 06/2018

Sales Executive - Key Accounts

PUNJAB CASH AND CARRY PUNJAB CASH AND CARRY

- Preparation of invoices
- Generating the receivable and payable reports
- Processing accounts transactions
- Finalization of Accounts process
- Manual book keeping
- fund transfer management
- Dispatch of purchase orders
- Preparation of credit memos
- Determined the most cost effective procedures and routs for shipments
- priorities order Security, Accuracy and on time pickup and delivery
- E-mail suppliers, carries, and customer with shipping updates

PERSONAL INFORMATION

Passport Number: JR6808871