

MUHAMMAD ABID



CONTACT

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Email:

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Location:

DUBAI – UAE

GENERAL INFORMATION

Date of Birth : 02/02/1992

Nationality : Pakistani

Gender : Male

PASSPORT DETAILS

Passport no : HP1073762

Issue date : 15-01-2020

Expiry date : 13-01-2025

LICENSE DETAILS

License No : 4433542

Issue Place : Dubai

LANGUAGES KNOWN

○ English

○ Urdu

○ Hindi

○ Pashto

SKILLS

○ MS Office

○ Tally Erp19

○ Digital Marketing

○ Customer Service

A position with an organization where I can utilize the best of my skills and abilities that fit to my education, skills and experience a place where an encourage and permitted to be an active participant as well vital contribute on development of the company.

EDUCATION

- **Bachelor In Business Administration , Islamia College Peshawar**
Peshawar, Pakistan | 2010 April - 2014 December
- **D.COM, MUSLIM COLLEGE PESHAWAR PESHAWAR,** Pakistan |
2008 April - 2010 March
- **Secondary School(Ssc), Hassan Learning Acadmy**
Hangu, Pakistan | 2005 March - 2008 March

EXPERIENCE

- **EMIRATES INDIA INTERNATIONAL EXCHANGE**
DUABI - UAE

Designation : Customer service officer

Duration : Dec 2023 to till date

DUTIES & REPONSIBILITIES

- Attend counter customers, remittances sending and receiving from any part of the world, issue demand draft. telex transfers, wire transfers and Inter - UAE money transfer as per their request.
- Money & bank transfers to various countries. process and issue third party transactions.
- WPS processing and disbursements at site/branch along with Marketing staff. Send and Receive Inward payment/outward payments and cheques.
- Register customer's transactions complaints, status and general enquiries.
- Facilitate New Customer Acquisitions and new Account Openings.
- Facilitate and promote 3rd Party Products sale.
- Verification of documents in compliance with AML policy.
- Timely and effectively handle queries/concerns of the customers over the phone/counter.

- **STAR LAND GENERAL TRADING LLC**
DUABI - UAE

Designation : Digital Marketing Executive and sales

Duration : 2022 March - 2023 Nov

DUTIES & REPONSIBILITIES

- Creating and maintaining client relationships.
- Coaching and subordinate involvement.
- Managing Processes.
- Self-motivated yet customer-focused.
- Familiar with financial planning and strategy.
- Meeting or exceeding sales goals.

- **WORLD HEALTH ORGANIZATION**

HANGU, PAKISTAN

Designation : Admin cum Accounts

Duration : 2017 August - 2021 September

DUTIES & REPONSIBILITIES

- Manage the information flow in a timely & accurate manner.
- Manage senior level executives' calendars & meetings.
- Oversee the performance of the Polio teams & prepare a monthly report.
- Act as an office manager by keeping up with the office supply inventory.
- Make information for internal & external communications – memos, emails, presentations, reports.
- Take minutes during meeting.

- **Allied Bank Limited**

HANGU, PAKISTAN

Designation : Cashier and Relationship Officer

Duration : 2015 September - 2017 October

DUTIES & REPONSIBILITIES

- Manage transactions with customers using cash registers and POS machine.
- Collect payments whether in cash or credit.
- Issue receipts, refunds, change.
- Resolve customer complaints, guide them and provide relevant information.
- Managing relationships with customers.
- Conducting customer interviews.
- Identifying and communicating customer needs.
- Ensuring customer satisfaction.
- Resolving customer issues and concerns.
- Developing and implementing marketing strategies to grow the customer base.

DECLARATION

I hereby certify that the above information are true and correct according to the best of my knowledge & my experience.

MUHAMMAD ABID