



BILAL ASIF

Customer Services

My Contact

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☎ +971-54-439-3752

📍 Dubai, UAE

Hard Skill

- Observations and reporting
- Data mining and analysis
- Roster preparation
- Team trainings

Soft Skill

- Customer Service
- Decision making
- Communication
- Team Building
- Strong interpersonal communication
- Report writing
- Observation
- Record Management
- Sales

Education Background

- University of the Punjab, Lahore, Pakistan
Bachelor's of commerce
Completed in 2016
- B.I.S.E, Rawalpindi, Pakistan
Intermediate of commerce
Completed in 2014
- B.I.S.E Rawalpindi, Pakistan
Secondary school certificate, (Matriculation).
Completed in 2012

About Me

To enhance my professional skills, Capabilities and knowledge in an organization which recognizes the value of hard work and trust me with responsibilities and challenges.

Professional Experience

Security Officer

Transguard , Emirates group. U.A.E

05-2021 - Present

I performed my duties as a vacation reliever at below mentioned sites

CIT(Cash in Transit)

CMC(Cash Management Centre)

Ireland Embassy.(Abu Dhabi City)

AWS(Amazon Data Centre,Kizad)

FAB Hedquarters (First Abu Dhabi Bank)

DIOR(Marina Mall)

DHL(Abu Dhabi Airport,Terminal 02)

And currently at TDRA (Telecommunication and Digital Government Authorities) as a receptionist.

ARADA Residence, (Sharjah) as a receptionist

I try my best to fulfill the below mentioned commitments,

Client's Satisfaction,

Public and property Protection,

Implementation of SOP's as per client instructions.

Relationship Officer

Faysal Bank Limited, Pakistan

01-2020 - 08-2020

Greeted clients and made them feel welcomed.

Open and managed client's account on system.

according to client instructions.

Client satisfaction was top priority.

Security of client's personal data and information was top priority.

Provide complete and accurate information to the client regarding bank account, and products like Debit and credit card, insurance policies, loans and locker services etc.

Resolve doubts and answer queries to clients on telephonic calls and replying on their e-mails

Issues Debit and credit cards and cheque books to client.

Strengthen relationships with on board clients.

Achievements

IELTS(General Training)

IELTS certificate issued by the British council UK, Abu Dhabi. Upon passing the exam held in October, 2022 and got 6.5 bands.