

Sadaf Naz

Summary

Ambitious, Dependable, flexible and detail-oriented professional with 4+ years of experience in providing exceptional customer service. I have expertise in Accounts, cash handling, and customer service. My diverse career offers great advantage and show my ability to adopt in different conditions.



Experience:

Receptionist: 2023 till present

The Fitness Connection (Gym)

- Maintained records and all data for members and leads in Glofox + files.
- Responded all queries of customer via live chats, phone calls, whats-app chat, emails.
- Recorded all sales and purchase data for accounts team and prepared monthly reports.
- Preparing salary data and commissions for all staff and freelancers.
- Checking and balancing all stock and prepare reports monthly and sent to their companies.
- Increased 45% sales by providing fast accurate services and resolving issues immediately.
- Handled all cash, POS and account sales and purchases and prepared reports at month end.

Customer service officer/Front desk officer: (2019 to 2022)

Finca Microfinance bank, Pakistan

- Prepare and process Inward/Outward Inter-city Clearing.
- Handling account opening, dormant activation, closing account.
- Check and balance of bank assets and report to head office.
- Issued TDR, cashier's checks, money orders, and other financial options.
- Educate customers and sell Retail Banking product to potential customers in an ethical and professional manner to achieve results.
- Perform duties & responsibilities prioritizing customer satisfaction.
- Solve problem and make smart decision that drives sale, profit and customer satisfaction.
- Handled customer queries through different channels email, phone calls etc and ensure to facilitate them in best possible manners.
- Provide training to new coming staff for fast & exceptional services.

Cashier/Teller: (2018 Oct to 2019 Nov)

Finca Microfinance Bank

- Maintain cash and cash registers as per instruction of SBP.
- Create excel sheets for cash balancing for error free balancing.
- Accurately handled numerous transactions involving cash management in large amount, reconciled daily accounts and communicated.
- Processed daily client transactions, including deposits, withdrawals, money transfers, loan payments and COC.
- Verified and monitored distribution of cash and transfer of cash from other bank account.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.
- Operated money room including verification of loose and bundled cash.

Internship: (2018 July to 2018 Oct)

Finca Microfinance Bank

- Learn Banking operations skills.
- Built and maintain courteous and effective working relationship.
- Enhanced working relationship by participating in team-building activities.

BSC (EFU Life insurance) 2016 to 2017

United Bank Limited, Pak

- Drove business growth up to 80% by cross-selling different products.
- Built relationship with clients through active listening and communication skills to provide excellent services and increase sale.
- Explains various insurance policies and products to potential and existing clients and guides clients in selecting coverage to best meet their needs.

CONTACT



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Al. Ain, UAE

EDUCATION

B.Com

2015

University of Sargodha, Pakistan

F.A/ Economics

2013

BISE Rawalpindi, Pakistan

SKILLS

Retail Banking
Result Driven
Leadership
Cross Selling
Self Motivated
Creative Thinking
Cash management
Skilled in multitasking
Communication skills
Flexible & adapt to change
Relationship Building and Problem Solving

THECHINCAL SKILLS

H Plus
Symbol
MS Office
Auto Banker III
Excel worksheet
Quick books Online
Glofox
Mcdledger