

RESUME

ZAHRA MUNEEB

PERSONAL INFORMATION

- Address: International City, T-05, Spain Cluster, Dubai
- Telephone: Mobile: 056-6268246
- Date of Birth: 3rd August, 1993
- Nationality: Pakistani
- Marital status: Married
- E-mail: zbatool562@gmail.com



CAREER OBJECTIVE

To lead an organization in the field of business administration and help it in achieving its strategic objectives through dedication and commitment by using its resources and competencies efficiently and effectively.

EDUCATION

- | | |
|-----------|--|
| 2014-2016 | Master of Commerce from University of Central Punjab, Pakistan |
| 2012-2014 | Bachelor of Commerce from Punjab Group of Colleges, Pakistan |

WORK EXPERIENCE

- **ACCOUNTS & CASHIER**
AL BAYAN CONTRACTING CO. LLC
(MAY 2021 – MAR 2023)
 - Processing payroll of all the staffs.
 - Receiving Payments of Customers and Issuing receipts.
 - Keeping track of daily cash and credit transactions through reports.
 - Handle monthly, quarterly and annual closings.
 - Ensure timely bank payments.
 - Record all transactions on accounting software.
- **CASH OFFICER**
HABIB BANK LIMITED
(MAR 2018 – JAN 2019)
 - Referred customer inquiries to appropriate bank departments.
 - Processed withdrawals upon balance verification.
 - Notified manager of counterfeit currency in coordination with bank security personnel.
 - Processed safe deposit box and loan payments.
 - Provided customer assistance with balance detail and other inquiries.
 - Referred customers to appropriate financial services and products as required.
 - Handled all customer complaints and issues with high professional courtesy.
 - Cashed checks and processed deposits upon balance and signature verifications.

➤ **CUSTOMER SERVICE EXECUTIVE**
MONARCH LOUNGE
(MAR 2016 – FEB, 2018)

- Greet all guests upon arrival and making them feel welcomed.
- Administering check-ins and check-outs.
- Assigning rooms and taking care of administrative duties.
- Delivering mail and messages.
- Diffusing conflict or tense situations with guests.
- Processing guest payments.

COMPUTER SKILLS

- MS Office (MS Word, MS Excel)
- Mysis (Mysis Core Banking System)
- ETS (Equation Teller System)
- Oracle
- Finacle
- Firco software

LANGUAGES

English: Fluent
Urdu: Mother Tongue

HOBBIES & INTERESTS

- New-Technology Enthusiast
- Listening Music
- Internet Surfing

REFERENCE

It will be furnished upon request.