



MARJAHAN AKTER

CUSTOMER SERVICE OFFICER

PROFILE

Experienced Teller with a strong focus on building customer relationships and providing exceptional service. Proficient in handling large volumes of cash and processing transactions accurately and efficiently. Skilled in cross-selling banking products and services, resulting in a 20% increase in customer retention.

WORK EXPERIENCE

UNIVERSAL EXCHANGE CENTER

2020 - PRESENT

TELLER

- Executing customer transaction regarding cash, money order and money exchange.
- Generating inward and outward remittances
- Processing exchange and foreign currency.
- Maintained friendly and professional customer interactions
- Buying & Selling of foreign currency & communicate with dealing department for the best FC rate.
- WPS salary filing/Branch ATM card registration.

PRAN ARABIA

2020

TELE SALES EXECUTIVE

- Answering questions about products or the company
- Asking questions to understand customer requirements and close sales
- Take and process orders in an accurate manner
- Reviewing sales performance.
- Keep records of calls and sales and note useful information.

AMER QUICK PLUS (MAIN BRANCH)

2019- 2020

CUSTOMER SERVICE EXECUTIVE

- Delivering information about a company's products and services
- Answering queries and concerns about a company's products or services
- Collecting customer feedback

VFS GLOBAL BANGLADESH PVT.LTD

2018 - 2019

CUSTOMER SERVICE EXECUTIVE (VISA ASSISTANT)

- Provide critical support by performing various administrative tasks for the effective operation of the office.
- Review and determine the priority of incoming correspondence.
- Perform searching and filing functions.
- Entering information in to various data bases.
- Answering enquires through emails and telephone.

FARZANA SHAKIL'S MAKE OVER SALON LTD

2016 - 2017

CASHIER

- Conduct cash transactions with customers.
- Manage transactions with customers using cash registers.
- Scan goods and ensure pricing is accurate.
- Collect payments whether in cash or credit.
- Cross-sell products and introduce new ones.

AARONG

2013 - 2016

SALES EXECUTIVE OFFICER/CASHIER

- Conduct cash transactions with customers.
- Meeting with clients virtually or during sales visits.
- Reviewing sales performance.
- Attending trade exhibitions, conferences and meetings.

CONTACT

+971506137740

marjahanakter2008@gmail.com

AJMAN UAE

LinkedIn
<https://www.linkedin.com/in/marjahan-akter-0987ba219>

EDUCATION

SHANTO MARIAM UNIVERSITY OF CREATIVE TECHNOLOGY

- MASTER OF BUSINESS ADMINISTRATION (M.B.A)
- MAJOR HUMAN RESOURCE MANAGEMENT

SHANTO MARIAM UNIVERSITY OF CREATIVE TECHNOLOGY.

- BACHELOR OF BUSINESS ADMINISTRATION (B.B.A)
- MAJOR-FINANCE AND BANKING
- PASSING YEAR-2015

SKILLS

- KNOWLEDGE OF PROPER CASH HANDLING
- PUBLIC RELATIONS
- TEAM WORK
- TIME MANAGEMENT
- LEADERSHIP
- EFFECTIVE COMMUNICATION
- PROJECT MANAGEMENT
- QUALITY CUSTOMER SERVICE

LANGUAGES

- English
- Bangla
- Hindi
- Urdu

PERSONAL INFORMATION

Father's Name :MD. Babar Ali
Mother's Name :Asia Khatun
Marital Status :Married
Religion :Islam
Nationality :Bangladeshi
Visa status :Employment
Passport no :BJ0987069
Driving License :UAE

INTERNSHIP

BASIC Bank Limited

ACHIEVEMENTS

- Anti-money laundering and CFT Training (FERG)
- Consumer Protection Training (FERG)
- Counterfeit Training (FERG)
- Customer Service Training (FERG)
- Customer Service Training (BRAC)
- Cashier Training (AARONG)

INTERESTS AND HOBBIES

- Travelling
- Learning new things
- Cooking
- Gardening

REFERENCE

References can be provided as per your requirement