



Rizwan Ahmed Qazi

Customer Service Associate

Results driven professional within financial sector and restaurant such as contact center, consumer finance, branch banking and branch operations, who excels at processing high volume transactions, account maintenance, customer service, achieving targets, meeting goals and dealing in foreign currency.

Contact

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LinkedIn

<https://www.linkedin.com/in/rizwan-ahmed-qazi>

Personal Information

Nationality: Pakistan

Passport No: AG4892524

D.O.B: 12th Apr 1982

Marital Status: Married

Visa Status: Visit visa valid till 20th Sep 2024

License

686646 UAE Driver's license (Auto)

Education

Master of Arts in Economics

University of Sindh, Pakistan

Bachelor of Commerce

Shah Abdul Latif University, Pakistan

Diploma in Information Technology

SZABIST, Pakistan

Achievement

- 1st position to X Rewards campaign - UAEExchange
- Launch of Pakistan Mega Promotion Jashne Khaas - UAE Exchange
- Top Sales Officer for ATM withdrawal insurance Feb 2008 - ABN AMRO
- Project in HTML – SZABIST
- Project in Visual Basic – SZABIST
- Training completion certificate for EFU LIFE products - Royal Bank Scotland
- Training completion certificate for New Jubilee Life Insurance products - Royal Bank Scotland

Languages

English Urdu, Sindhi

System Skills

Installation of hardware and software
Well versed with Microsoft family

Experience

- **May 2017 - Feb 2023**
UAE Exchange - UAE
Customer Service Associate – Branch Operations
 - Processed remittance transactions and execution of foreign currency.
 - Processed payments solutions (credit card, loan, EMI, school fees, fines, bill payment).
 - Released of company salaries on wage protection system (WPS).
 - Within a branch, looking after Pakistan corridor issues and try to resolve at earliest, if needed, visit nearest camps for marketing.
 - Opened NRP accounts for Pakistani banks.
- **Dec 2015 – Jan 2017**
Nawab's Dynasty Restaurant - Pakistan
Manager
 - Ensure compliance with licensing, hygiene, health and safety legislation/guidelines.
 - Looking after ordering food and supplies.
 - Maintaining restaurant's revenue, profitability and quality goals.
- **Sep 2014 – July 2015**
Faysal Bank - Pakistan
Relationship Manager – Branch Distribution
 - Branch banking accounts and consumer assets after sale services.
 - Focused to account opening, account growth, account retention, product utilization and cross-selling.
 - Processed request for credit card cancellation, early settlement for loan and to release of documents.
 - Visited high net worth and corporate clients for proper product information and documentation.
- **Jan 2011 – Sep 2014**
Faysal Bank - Pakistan
Customer Service Officer – Consumer Finance
 - Designated to branch walk-in clients for secured and unsecured products after saleservices.
 - Guided to clients for product utilization, billing cycle and handled queries to solve.
 - Issued NOC (No Objection Certificate) to unsecured (credit card cancelled and loan matured) clients.
 - Cross sale products that matched client's need.
 - Handed over documents to clients for secured (home and auto) loan.
 - Processed documents for both Limit top up and product cancellation.
- **Sep 2007 - Dec 2010**
Royal Bank of Scotland formerly ABN AMRO - Pakistan
Phone Banking Officer - E-Banking & Wealth Products
 - Verify clients with standard process.
 - Processed financial and non-financial transactions.
 - Handled client's requests and complaints.