



Muhammad Ibrahim

Date of birth: 06/01/1997 | **Nationality:** Pakistani | **Gender:** Male | **Phone number:**

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ABOUT ME

To work in an organization which provides me with ample opportunities to enhance my skills and knowledge along with contributing to the growth of the organisation

WORK EXPERIENCE

05/2022 – CURRENT Dubai, United Arab Emirates

TELLER/CASHIER/CUSTOMER SERVICE ASSOCIATE AL DAHAB EXCHANGE UAE

In my current role at Al Dahab Exchange, I am responsible for the following:

- Managing bank deposit activities and all cash-related transfers.
- Processing transactions and payouts through Western Union, TransFast, and Cash Express.
- Registering new companies for the WPS (Wage Protection System) and processing employee salaries via C3 cards and bank accounts.
- Performing cashier duties with a focus on quality customer service, in line with company standards, ensuring customer satisfaction.
- Actively contributing to the achievement of business targets set for the branch.
- Accurately handling cash transactions, including receiving payments, providing change, and issuing receipts.
- Proficiently exchanging various currencies.
- Undertaking additional duties as assigned by the supervisor.

03/2021 – 12/2021

CUSTOMER SERVICE REPRESENTATIVE MIND BRIDGE

- Respond the customer inquiries, questions, and complaints via phone, email
- Assist the customers with product or service information

EDUCATION AND TRAINING

10/2018 – 02/2021

MASTER OF SCIENCE : SOCIAL WORK Punjab University Lahore

10/2016 – 09/2018

BACHELOR OF ARTS Punjab University Lahore

CERTIFICATIONS

05/2020

Computer Course

Universal Ideal INSTITUTE

02/2018

Chinese Language Course

Technology College

DIGITAL SKILLS

Microsoft Office | Microsoft Word | Power Point

● **LANGUAGE SKILLS**

Mother tongue(s): **URDU**

Other language(s): **ENGLISH | PUNJABI | NEPALI | HINDI**