



WAQAR AHMAD

SENIOR CUSTOMER SERVICE/SUPERVISOR

MARKETING SPECIALIST/TELLER

UAE VALID DRIVING LICENSE

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Profile summary

highly efficient, innovative and methodical cash handling with extensive experience of supporting customer service department by using strong communication skills. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually. Comfortable working in a fast paced, growth oriented work environment and possessing a proven ability to ensure that brand messages, standards and communications are understood and implemented.

OBJECTIVE

To secure a position in a growth oriented organization which offers superb opportunity for career advancement and professional development.

EDUCATION

- 2010 Bachelor in commerce(B.com from university of punjab)
- 2008 HSSC(Rawalpindi board)
- 2006 SSC(Rawalpindi board)

COMMUNICATION SKILLS

- English,arabic,urdu,punjabi,hindko,pashto,hindi

SKILL AND KNOWLEDGE

- Highly energetic able to analyze and utilize information effectively
- Pleasing personality and loves working with peoples.
- Pays attention strictly to meet standards and guidelines to gather information before making decisions accepting responsibility for accuracy of work.

EXPERIENCE

FEDERAL EXCHANGE UAE PRESENT 21.5.2024 SUPERVISOR/SENIOR CUSTOMER SERVICES OFFICER



Customer service
Retail assistant
Sales assistant
Team collaboration
Cash handling
Service knowledge
Refund processing

AHALIA MONEY EXCHANGE UAE(16.06.2021 To 17.04.2023 **CUSTOMER RELATION EXECUTIVE/COLLECTION CUM CASHIER**



- Accepts and physically keeps a tally of cash amount being a single window representative (remittance and forex)while
 - Collects proper and required documents from customers
 - Remittance to all available corridor
 - Handles payment of MoneyGram, Transfast, instant cash and EZ Remit
 - Cross sells various products to customers
- Responsible for routine branch operations which include purchase and sale of foreign Currency, money transfer, Bill Payment, Vat Payment and WPS solutions.
- Customer Service: Customer Profile, Service Profile, Remittance Query, Stop payment, Handling Complaints, Complaints Tracking and Customer Merging
 - Acknowledges inward mail received.

AL FALAH SAFETY AND SECURITY SERVICE(2015 to 2021)

ADMIN ASSISTANT/CUSTOMER SERVICE

- Consistently providing an approachable, helpful and friendly service to colleagues and clients information resource by being well.

- Handling customer excellent way

Greeting with peoples polite

- Senior claims representative
- Identifying the qualified claims.
- Gathering information from customer

Connecting customer with law.

- **Expertis**
- Sales
- Customer service
- Online marketing
- Market research
- Collection cash handling
- Customer support(inbound/outbound)

REFERENCE

Reference are available upon request