



JAHANZAIB ALI

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Personal details: Jan 1th 1994, Single, Pakistani, Male, UAE Residency Visa

Cashier & Customer services

Detail-oriented and dynamic professional with substantial experience in financial operations, overseeing Banking Industry, and optimizing organizational efficiency.

I am an experienced Teller professional holding a bachelor's degree with 5.5 years experience in financial accounting and reporting Banking. To obtain a challenging and rewarding teller position in a reputable UAE banking industry where I can utilize my excellent customer service skills, strong cash handling abilities, and knowledge of banking products and services to contribute to the bank's success, while continuously learning and growing professionally. where I can apply my strong transaction processing skills, proficiency in banking software, and understanding of banking regulations to deliver exceptional customer experiences, drive business growth and achieve sales targets, while being an integral part of a high-performing team.

CORE PROFICIENCIES

Cash Handling / Customer Service | Communication | Invoice Processing | Cash Flow Optimization | Product Knowledge | Transaction Processing | Compliance | Attention to Detail | Financial Compliance | Time Management | Teamwork | Banking software | Oracle | IBP

PROFESSIONAL EXPERIENCE (5.5Years)



Working as a Coordinator in a Delivery Services Company UAE

2024-Continue

- coordinate inventory and support the supply chain processes
- organize deliveries
- prepare, review, and approve documents
- provide administrative support.

2018-2019



HABIB BANK LTD

CUSTOMER SERVICES OFFICER

During my tenure, I have undertaken various assignments, following are my main job responsibilities

- Customer Service: Assist customers with transactions, answer questions, and resolve issues.
- Cash Handling: Accept and dispense cash, count and balance cash drawers. Deposits and
- Withdrawals: Process customer deposits and withdrawals. Account Management: Open and close accounts, manage account changes. Transaction Processing: Process transactions, such as transfers, payments, and loan payments. Compliance: Follow bank policies, procedures, and
- Customer Education: Explain banking products and services to customers. Sales and Referrals:
- Promote bank products and services, refer customers to other bank staff. Professionalism:

2015-2018



PUNJAB BEVERAGES CO. (PVT) LTD

CASHIER

- Process transactions: Ring up purchases, handle payments, and provide change.
- Handle customer payments: Accept cash, credit/debit cards, mobile payments.
- Scan and bag items: Scan products, apply discounts, and bag items for customers.

TECHNOLOGY & SOFT SKILLS

- Use of Specialized Banking Software (ER Data Analytics and Business Intelligence, Oracle, SAP Expert in Microsoft)
- Office Suite (Advanced Excel & Power BI) Strong
- Decision Maker Complex Problem Solver Communication and Soft Skills

EDUCATION & CREDENTIALS

Bachelor Degree From Allama Iqbal Open University Pakistan

Business and IT

2014 - 2018

CERTIFICATES

Certificate in Communication and Presentation

Certificate in English Proficiency Certificate in
Computer Fundamental

ACHIEVEMENTS

- Certificate of Appreciation - (Best employee of The Month). Successfully complete certifications or training programs, such as AML & CFT. Identify and prevent fraudulent transactions or security threats, in compliance with
- . Excellent Customer Satisfaction Rating: Consistently receive high customer satisfaction ratings through surveys or feedback forms.
- Customer Loyalty: Build strong relationships with regular customers, resulting in increased customer loyalty and retention.
- First-Call Resolution: Resolve customer complaints or issues on the first interaction, demonstrating effective problem-solving skills.