

CONTACT



Asad Rizwan

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OBJECTIVE

Dedicated customer service professional with a good experience in a fast paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction.

EXPERIENCE

07/2023 - Present

- **Transfer Clerk**

Redha Al ansari Exchange

- Developed an efficient filing system for tracking all money transfer requests.
- Utilized problem-solving skills to resolve any conflicts or discrepancies arising from the transfer process.
- Identified potential areas for improvement in the transfer process and implemented changes accordingly.
- Verified accuracy of customer information prior to processing transfers.
- Assisted customers with inquiries regarding their transfer transactions, providing excellent customer service.

01/2020 - 03/2023

- **Counter Services Manager**

Bank Alfalah Limited

- Effectively leverage competencies of Counter staff to obtain a high level of customer service and regulatory compliance.
- Effectively supervise all transactions falling within the proscribed supervision limit assigned by the management.
- Ensure proper maintenance of branch liquidity levels, vault limits, and cash insurance.
- Ensure daily closing of cash counter and its reconciliations with branch's books and system.
- To review and sign-off on all periodic reports/registers pertaining to the Counter services.
- To ensure compliance of key Custodian, dual controls, password sharing and whistle blow policy.

04/2017 - 01/2020

- **Customer Service Officer**

BankIslami Pakistan Limited

- Provided primary customer support to internal and external customers.
- Day's opening balance of cash matched with the closing balance of previous day's sheet.
- Receive cash along with deposit slip from customer over the counter.
- Verify details on Deposit slip to ensure the account number, name, amount in words and figures, etc. have been correctly noted.
- Check all entries in Journal report against respective vouchers.
- All charges recovered as per prevalent schedule of charges.
- Processing of all customer applications / letter instructions received in same day.
- Dispatch documents of customers to their respective branches.

03/2014 - 07/2017

- **Admin Assistant**

Intercity Pvt Ltd

- Arranged conference rooms and facilities to prepare for meetings.
- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.

- Executed record filing system to improve document organization and management.
- Composed, edited and prepared correspondence and other department documents
- Restocked supplies and submitted purchase orders to maintain stock levels.
- Monitored office calendars to plan meetings, activities and travel to maximize productivity.

EDUCATION

- 2014
 - **National University of Modern Languages Islamabad Pakistan**
Bachelor of Business Administration
3.37/4.00
- 2010
 - **Wisdom Science College Karak**
Intermediate
Marks Obtained 66%
- 2007
 - **Fauji Foundation Model School Lachi Kohat Pakistan**
Matriculation
Marks Obtained 77%

SKILLS

- Decision Making
- Active Listening
- Conflict Resolution
- Time Management
- Problem Solving
- Effective Communication
- Attention to Detail
- Interpersonal Skills
- Computer Proficiency
- Customer Service
- Multitasking Abilities
- Punctual
- Customer Engagement
- Teamwork and Collaboration
- Microsoft Office

ACHIEVEMENTS & AWARDS

1. Best Employee at Branch level for the years 2021 and 2022 respectively at Bank Alfalah Limited and got 5 Grade (Outstanding) Appraisal for consecutive two years.
2. Distinguished Customer Service Officer at BankIslami Pakistan Limited for year 2019.

INTERESTS

- Cricket, Cooking, Using Internet

LANGUAGES

1. English
2. Urdu
3. Pashto
4. Punjabi

PERSONAL DETAILS

- Date of Birth : 10/02/1991
- Nationality : Pakistani
- Religion : Islam
- Passport : UU9899401