**BUSHRA**

 Experienced Cashier-teller Assistance/customer services

Religion: Islam

Nationality : Pakistani

Current location : Dubai-UAE

Visa status: 3 months tourist

Email: **bushra.375134@2freemail.com**

OBJECTIVE

A reliable, trustworthy and conscientious Customer Service Executive who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, I have extensive experience of the retail and customer service industry to develop superb organisational, problem solving and sales skills. I am exceptional person who can explore new territories and push existing limits in the search for sales.

Currently looking for a suitable opportunity with a company that will not only challenge me professionally but also allow me to develop my knowledge & potential further.

PROFESSIONAL EXPERIENCE

MESRKANLOO INTERNATIONAL EXCHANGE Dubai UAE (current year 2017)

 ***As cashier/teller***

* Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
* Cash checks and pay out money after verifying that signatures are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
* Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
* Enter customers' transactions into computers in order to record transactions and issue computer-generated receipts.
* Count currency, coins, and checks received, by hand or using currency-counting machine, in order to prepare them for depositor shipment to branch banks or the Federal Reserve Bank.
* Identify transaction mistakes when debits and credits do not balance.
* Prepare and verify cashier's checks
* Arrange monies received in cash boxes and coin dispensers according to denomination
* Receive mortgage, loan, or public utility bill payments, verifying payment dates and amounts due.

PROFESSIONAL EXPERIENCE

MCB BANK Ltd.

***As Cashier /teller***

***March 2015- February 2017***

***Pakistan.***

* Attending Customers for all business transactions at the counter like remittance, currency exchange, WPS, telex transfer and etc.
* Receiving Cheque and cash for deposit or withdrawals, verify amounts, and Cheque accuracy of deposit slips.
* Examined Cheque for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
* Process miscellaneous collections and payments.
* Assisted customers in their selection of various accounts and financial services
* Entertained clients in the New Accounts and cross-selling the Bank's products and services.

 Contributes towards branch business development

**Personal**

 Willing to work on a shift basis including evenings and weekends.

* Always smartly dressed, articulate and presentable.
* Ability to take ownership of issues and to work alone with little or no supervision.
* Extremely organised with a high level of attention to detail.
* Ability to respond to timeframes and deadlines with pace.

PROFESSIONAL EXPERIENCE

**Mobilink Franchise**

 **As Customer services (2012-2013) Pakistan**

* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Maintain financial accounts by processing customer adjustments
* Recommend potential products or services to management by collecting customer information and analyzing customer needs
* Prepare product or service reports by collecting and analyzing customer information
* Contribute to team Manage large amounts of incoming calls
* effort by accomplishing related results as need

COMPUTER SKILLS

* Proficient in the use of Microsoft Office. (Word, Excel)
* Knowledge of Computer Hardware and software.
* Excellent Typing speed. (**English & Arabic**)
* Familiar with Mac operating and Windows 10, 8.1, 8, 7, XP and 98 Systems
* Familiar with email systems. (e.g. outlook)
* Excellent Computer and Internet Skills.
* Familiar with data entry Software and other software like Adobe Photoshop Coral Draw etc.

PERSONAL ATTRIBUTES (Key Skills, Knowledge & Strength)

* **Presentation:** Excellent Presentation Skills, Verbal and Written Skills Developed during My Job.
* **Communication:** Being able to listen/talk to people in a constructive manner.
* **Interpersonal:** Personable and engaging, and can inspire other co-workers and work well in a team.
* **Numerical:** Being able to handle numbers, math, estimations, etc.
* **Analytical:** Being able to give meaning to data, analyses information.
* **Problem-solving:** Being able to offer solutions to problems.
* **Teamwork:** Being able to work with other people to achieve a common goal.
* **Leadership:** Being able to take responsibility, lead/mentor others, etc.
* **Organization:** Being able to meet deadlines, plan and schedule tasks, etc.
* **Research:** Ability to think critically, analyse situations from multiple viewpoints and research matters to define key issues.
* **Adaptability:** Capable of working in a fast-paced environment and can adapt to various situations prioritizing multiple work

 assignments simultaneously.

EDUCATION

* LANGUAGES: **ENGLISH**: Intermediate **URDU/HINDI**: Native Language

* ACADEMIC:

Degree Institute Year

* **Bachelor in Commerce** Punjab University 2015
* OTHER PROFESSIONAL CERTIFICATES
* **Advance Diploma in** Gateway institutions 2013

**Computer Application**

|REFERENCES, EXPERIENCE LETTER AND ALL OTHER ORIGINAL DOCUMENTS WILL BE PROVIDED WHEN REQUIRED|