

Zeeshan

Cashier, Teller, Customer Service & Merchandiser Professional

[Zeeshan-399466@2freemail.com](mailto:Zeeshan-399466@2freemail.com)



+971504753686



20 November, 1984



An experienced Professional in various capacities in the Banking sector, having demonstrated extensive skills as a teller, cashier, sales and customer service. Possess leadership skills contributing to Brand recognition, sales and consumer satisfaction. A leader who can inspire the team by exceptional performance in order to achieve Corporate Goals of the Company. Driving team members to achieve service excellence with improved productivity.

**SKILLS & EXPERTISE**



Integrity Interpersonal Skills Communication PR skills Target oriented Leadership Team Player



Adaptability Customer Service Dependability Adaptability Problem Solving Critical Thinking



Time-Management Public Skills Listening Tech Skills Empathy Reliability Flexibility Patience



Risk-taking Task delegation MS Oﬃce Proficiency Internet & Search Engine Proficiency Keyboard Skills

**ESSENTIAL DOCUMENTS**



*Visa Status* *Driving License*

**Employment Visa** **Valid U.A.E Driving license**

*(Validity 31-12-2020)* *.*

**WORK EXPERIENCE**



**TELLER**



Reputed Bank in Dubai

*02/2013 - 07/2020*,  *Responsibilities/Tasks*



All teller services including cash deposits, withdrawals.

Clearing cheques, posting house cheques.

Internal transfers, telegraphic transfers.

Foreign currency handling, currency exchange etc.

Ensuring cash is handled properly and there is no shortage and excess at the end of the day.

Queue timing management and serving customers as per benchmark time.

Educating customers to use digital channels.

Handling customer’s complaints and responding in appropriate manner, providing quality service.

**Junior Oﬃcer/ Front Desk Teller/ CSR (Branch Operations)**

UAE Exchange Centre LLC

*05/2008 - 01/2013*, *DUBAI, UAE Responsibilities/Tasks*



Responsible for handling Remittances like TT, DD, instant transfers such as Xpress Money and Western Union. Decision maker on currency rate finalization with customers.

Handling of remittances such as credit card cash advance, credit card purchase transactions and encashment of travelers cheques.

Maintaining cordial relationship with the customers.

Perform specialized tasks such as buying and selling of foreign currencies, counterfeit note detection and opening of NRE accounts.

Recording all transactions promptly, accurately and in compliance with company’s policy & procedures and as per AML guidelines.

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**WORK EXPERIENCE**



**Merchandiser**



Style Textile Pvt Limited

*11/2006 - 09/2007*, *LAHORE, PAKISTAN Achievements/Tasks*



Standard minute calculation of garments in stitching unit.

Responsible for costing and pricing.

Preparing internal order sheets, preparing purchase orders

Advising quality department about quality level.

Ensure that stores, shelves are stocked with the right types and quantities of products

Maintain store shelves by removing dated or damaged products

Monitor store inventory based on sales and intake.

Operations breakdown/Activity Sampling

Count and record the numbers of items in store during inventory.

**EDUCATION**



**Bachelor of Science (B.Sc.) in Textile Technology Honors** University of Management & Technology



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| --- | --- | --- | --- | --- | --- | --- |
| *2007*, | | | *LAHORE, PAKISTAN* | | |  |
|  |  | *Grade* |  |  |  |  |
|  |  |  |  |  |  |
|  |  | GPA - 3.21/4.00 |  |  |  |  |
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**CERTIFICATES**



HeartSaver FirstAid CPR & AED Role Based Training Program for Tellers

*FROM CEDARS JEBEL ALI INTERNATIONAL HOSPITAL* *FROM EMIRATES NBD*

First-Aid Fire Fighting Course Level 1 (N.S.)

*FROM BRIGADE FIRE TRAINING CENTER LLC.*

**INTERESTS**



Travel Reading Working out Leisure Sports Organising events Organising charities Volunteering



Campaigning Socialising Solving puzzles Mentoring

**LANGUAGES**



English  Urdu



Arabic  Hindi

**COMPETENCIES**



**Customer Service** -------------------------------------------------------- **Customer** -----------------------------------------------------------

**Management** **Satisfaction and**

**Enhancement**

**Customer** ----------------------------------------------------------- **Team Building** ----------------------------------------------------------

**Relationship**

**Management**

**Analytics** ------------------------------------------------------------ **Quality** ----------------------------------------------------------

**Assurance**

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