



# Tanveer-Ul-Hassan

## Cashier / Teller

### CONTACT

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**ADDRESS:** Dubai UAE

### SKILLS

Hard Working and Initiative-taking, Good Communication, Strong Administrative Skills, Excellent Communication Skills, Flexible and ability to adjust in difficult situation

**WEB-BASED APPLICATIONS:**

E-Channel smartservices, Onbase, ERP

**QUALIFICATION:**

Master in Commerce

**OFFICE TOOLS:**

Microsoft Word, Excel, PowerPoint, Access

**LANGUAGES:**

English, Arabic, Urdu

**VISA STATUS:**

Visit Visa

**REFERENCE**

Dubai

A competent professional having 7 years' experience in the field of cashier, customer services and administration. Communicate with higher management to run operation and make sure that company working reaches its targets and operates efficiently. Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction with the product and the service norms. Strong administrator, motivator and collaborator.

### WORK EXPERIENCE

#### Administrator

2017- 2022

#### Shams Management Services LLC- Sharjah Media City SHAMS

- ✓ Individuals working as an Operations Executive to communicate with the higher management to prepare a strategy for operations to run efficiently.
- ✓ Assist in developing long term plans to achieve the goals and subjective which are already set.
- ✓ Managing the company's commercial operations and various expenses and budget.
- ✓ Keeps a check on the performance of the operations of both internal service providers and external service providers.
- ✓ Monitor the condition of the facility and keep a check on the environmental performance and give suggestions or approve funds or plans for spending.
- ✓ Too provide with a work environment which is favorable for high work productivity.
- ✓ Also monitor every performance metrics and receive and respond to approvals and notifications on a regular basis.
- ✓ Also Known all the process from License formation, Immigration Card and Visa Process in the Sharjah Media City Free Zone (Shams)

## **Customer Service Representative/Cashier 2015- 2017**

### **Emirates Sectorial Services (Karama Medical Fitness Centre)- Dubai-UAE**

- ✓ Maintaining a positive, empathetic and professional attitude toward customers at all time.
- ✓ Responding promptly to customer inquiries.
- ✓ Communicating with customers through various channels.
- ✓ Acknowledging and resolving customer complaints.
- ✓ Knowing products inside and out so can answer questions.
- ✓ Processing orders, forms, applications, and requests.
- ✓ Keeping records of customer interactions, transactions, comments and complaints.
- ✓ Communicating and coordinating with colleagues as necessary.
- ✓ Providing feedback on the efficiency of the customer service process.
- ✓ Managing a team of junior customer service representatives.
- ✓ Ensure customer satisfaction and provide professional customer support.

## **Admin Officer**

**2012-2015**

### **M/S ISMAIL INDUSTRIES Ltd (Candy land) in Multan Pakistan.**

- ✓ Handling Customer queries.
- ✓ Various services to customers like Product knowledge and information on suppliers.
- ✓ Preparing Marketing and Sales documents and reports for the organization.
- ✓ Receiving of New Orders from the Clients and forwarding to Suppliers from across the region.
- ✓ Co-ordination with Various Suppliers-and-Clients for the Order Completion, and On-time Payments.
- ✓ Documentation and filing of the Invoices and online payments.
- ✓ Organizing meetings for new clients of the company etc.