



IMRAN KHAN

Contact:

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Dubai UAE

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Key Skills and Characteristics

Strong interpersonal & communication skills • MS Office • WPM: 45 • Ability to work collaboratively as part of a team • Problem Solving • ERP software • Leadership • Meticulous attention to detail • Customer Relations • Cash Register • Office Administration

Languages

English — Professional

Arabic — Conversational

Urdu — Native or Bilingual

Pashto — Native or Bilingual

Summary

Organized and dedicated with proven track record of providing exceptional customer service in fast-paced environments. Offering keen attention to detail and skills to manage multiple, tasks. Self-motivated work ethic to perform effectively in independent or team environments. Bringing superior performance in office support and customer service. Worked in a fast paced TASHEEL CENTER office, where accuracy and diligence was encouraged. Perform treasury assistant functions and activities to the treasury department.

Work Experience

Accounts Assistant / E-Dirham Billing Cashier

Al Burj Holding – (Al Twar Tasheel Center) Dubai

July 2019 – June 2020

- E-Dirham billing payments, Activation of E-Dirham cards
- Managing ERP software for Accounting & Cashier system
- Operate E-Dirham POS machine for cash reload & e-Dirham card activation
- Assist and support treasury staff in physical cash counting activities.
- Check, inspect and verify daily cash transactions.
- Document all cash transaction activities.
- Perform opening and closing of cash daily.
- Maintain and manage all financial records, registers, logs and spreadsheets.

Sales Executive

Olympia Lube Oil - Dubai, UAE

Nov 2017 – June 2019

- Working as part of the sales team to develop both new and existing markets
- Involved in developing sales and pricing strategies. Evaluating competitor activity and developing appropriate responses.
- To maintain relationships with the existing as well as new clients
- To sell the company products/services by creating contacts and further making relationships with the Customers
- To be able to work with a team and achieve the desired results
- Maintain Monthly Target
- Teamwork with administration to maintain accurate sales inventory and order documentation

Customer Service Officer
Meezan Bank Limited Pakistan

July 2014 – October 2017

- Provided primary customer support to internal and external customers.
- Updated account information to maintain customer records.
- Communicated with clients regarding account services, statements, and balances.
- Processed customer service orders promptly to increase customer satisfaction.
- Informed customers about special promotions and provided detailed information for various products.
- Data entry detailed records of customer interactions to track and resolve issues quickly
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Received loan and utility payments, sending funds to correct destinations.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Collaborated with Sales department to achieve branch monthly target.

EDUCATION

Qurtuba University of Science and Technology

Master of Business Administration (HRM)

PERSONAL INFORMATION

Father Name:	Aurang Zeb
Date of Birth:	20-02-1988
Nationality:	Pakistani
Visa Status	Residence Visa