



FARAZ AHMAD

CUSTOMER CARE PROFESSIONAL



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OBJECTIVE

To continue my career with an organization that will utilize my Management, Supervision & Administrative skills to benefit mutual growth and success.

SKILLS & ABILITIES

- Customer Service focused and Sales orientated.
- Flexible approach towards work.
- Self-motivated / Self-starter.
- Able to work in shifts.
- Problem solving / Analytical skills.
- Strong communication skills written and verbal in one, but preferably two of the following languages: -
English/Arabic/Hindi/Urdu.

EXPERIENCES:

AL ANSARI EXCHANGE - DUBAI

2021 OCT-TILL DATE

CUSTOMER SERVICE TELLER

- Manage and handle the cash / cheque transactions at the counter and ensure the delivery of quality service to customers while adhering to operational controls and avoiding cash excesses and shortages.
- Carry out smooth and error -free transactions within the branch, ensuring all activities are completed within timescales and with a high degree of accuracy.
- Ensure all teller transactions and other routine processing is done as per laid down procedures and central bank guidelines and ensure due diligence is carried out with respect to money laundering and other regulatory requirements.
- Provide information and guidance to customers through the delivery of excellent customer service to resolve customer queries and achieve customer satisfaction.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Handling Individual and Corporate remittances.
- Contributes to team effort by accomplishing related results as needed.

AMERICAN EXPRESS - DUBAI (BY INNOVATIONS GROUP)

2020 JAN-2021 SEPT.

CREDIT VERIFICATION OFFICER

- Dealing with high profile customers and verifying the authenticity of documents.
- Selling and cross selling products to new and existing customers.
- Providing a business compliance review of all new KYC customer due diligence (CDD) files for CIB business.
- Communicating with clients, providing complete information about product and required documents and scheduling appointment for document collection and verification. Upon visit observing their office and checking their documents KYC for authentication.
- Mandated to approve/reject the on-boarding requests related to low & medium risk rated CIB customers.
- Ensuring high standards of security and attention to detail by conducting credential and ID checks using all available resources and following agreed procedures.

COMPUTER SKILLS

- Proficient in MS Office (MS word, Excel, PowerPoint & Outlook).
- Database Entry Operations.
- CIM/CRM software by Etisalat.
- My Collect Software by JavaScript.

PERSONAL INFORMATION

Nationality: Pakistan
Religion: Muslim
DOB: 11/JUN/1994
Visa Status: Employment Visa
Driving License: Valid LMV Manual

TELE-VERIFICATION OFFICER

- Contacting the customers by phone, providing and confirming all product details with them and number of products applied by them.
- To determine the accuracy and consistency of the information contained on the application form or to provide an updated information to new and existing customers.
- Follow up with Al Etihad Credit Bureau for their credit score and giving a verification call to their HR contact person in office and also checking with their colleagues and manager.
- Update the database with verification data and other details, and upon confirmation stamp and sign the approval.

MASHREQ BANK – DUBAI (BY INNOVATIONS GROUP)

2018 OCT-2019 NOV

RELATIONSHIP OFFICER

- Primarily dealing with individual retail and high-profile customers and advising them on **Mashreq NEO** product and services offered by the bank.
- Prepare, check and recommend bank products and applications and maintain requests and forward for approval.
- Generate leads for elite programs by referring potential customers.
- Verifying account opening forms have been completed adequately and have been verified.
- Verifying all required documentation has been collected in line with the appropriate checklist.
- Reviewing name screening, due diligence and adverse media matches.
- Review AML and sanctions questionnaires, if applicable.
- Review the appropriateness and completion of customer risk assessment.
- Calling customer, scheduling appointment and meeting them to build customer relationships & verifying all the KYC and necessary documents.
- Encouraging customers to maintain their balances with bank in order to migrate to higher customer programs.

AL ITIHAD DEBT COLLECTION - SHARJAH

2017 JAN-2018 AUG

DEBT COLLECTOR

- Reaching out to customers to collect payment for overdue bills, loans, or other payments.

- Act as a liaison between creditors and customers to manage overdue accounts.
- Collect outstanding debts from clients and achieve collection target to ensure positive cash flow.
- Monitor slow moving accounts to identify delinquent debts and take necessary action to recover the debts.

DU TELECOM SERVICE BY SEMSINES

CUSTOMER CARE EXECUTIVE (2016 FEB-NOV)

- Provides assistance and technical support to businesses / consumers that are experiencing operational issues with the product. Managing incoming booking requests & changes etc.
- Responds to customers by answering incoming calls on a rotational basis, operates telecommunication technologies, and influences customers to buy or retain a product/service.
- Contacts businesses through telecommunication technology to solicit a sale.
- Offers support in processing customer's service request, attracts potential customers by responding to product / service questions.
- Meeting the sales target.

EDUCATION:

- Bachelor of Business Administration-BBA
Brilliantz Institute of Management and Studies - BIMS- Sharjah Branch
Year: 2015-2018
- High School Proficiency Diploma -
Continental Academy-United States of America.
Year: 2014

REFERENCES:

- References, if required, can be provided.