



HAROON RIAZ



Abu Dhabi, UAE



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PERSONAL INFO

- Date of birth : 07/02/1995
- Gender : Male
- Nationality : Pakistan
- Marital status : Single
- Visa Status : Visit Visa
- Passport No : EU9917092
- Date of Expiry : 26/09/2027

LANGUAGES KNOWN

- English
- Urdu
- Hindi

EDUCATION DETAILS

- Bachelor of commerce
University Of Punjab
2017
- Diploma of commerce
Punjab Board Of Technical
Education, Lahore
2014
- A-Levels
Rawalpindi Board
2011

CURRICULUM VITAE

CAREER OBJECTIVE

Service-focused customer relations team member experienced in handling high call volumes with impeccable phone manner. Skilled in documentation, time management and multitasking. Polite and professional person with strong communication and multitasking skills. Experienced in resolving customer complaints within company guidelines and using own initiative. Implements customer follow-up to uphold service standards and guarantee customer satisfaction.

WORK EXPERIENCE

UNITED BANK LIMITED

Jhelum, Pakistan

04/2019 - 08/2022

Position – Customer Service Representative 02/2022 - 08/2022

- Offered prompt solutions to maintain customer satisfaction.
- Adhered strictly to policies and procedures for continued company compliance.
- Managed high-volume customer queries simultaneously through effective multitasking.
- Handled requests with friendly, knowledgeable service and support, continually achieving positive customer feedback.
- Offered detailed advice on product and service benefits.

Position – Cashier

04/2019 - 02/2022

- Used cash registers and POS systems to request and record customer orders and compute transactions.
- Delivered outstanding customer care with proactive sales and listening skills.
- Answered questions about store policies and concerns politely and professionally, supporting positive customer experiences.
- Reduced customer wait times through optimised checkout processes.
- Completed opening and closing procedures each day.
- Processed sales, exchange and refund transactions efficiently to reduce customer waiting times.
- Educated customers on promotions, offers and special events to enhance product sales.
- Handled cash and card payments with precision, maintaining customer confidentiality and discretion throughout.
- Greeted customers entering store and responded promptly to customer needs.

SKILLS

- Dispute resolution
- Training programmes
- Record maintenance
- Payment processing
- Customer experience
- Transaction processing
- Data confidentiality
- Queue management

STRENGTH

- Knowledge of customer relationship management (CRM) practices
- Experience in sales or customer service is preferred
- Problem-solving attitude
- Excellent communication skills
- Aptitude for fostering positive relationships
- Teamwork and leadership skills
- Customer-oriented mindset



MUSLIM COMMERCIAL BANK

Pakistan

Since Oct 2022 – Mar 2023

Position – Relationship Manager

- Performs a role focusing on client relationship management, including client acquisition, provision of personal financial advice and on-going servicing of retail clients.
- Acquire new retail clients through developing professional relationships based on trust, empathy, credibility and ethical conduct.
- Advise retail clients on their personal financial needs and objectives by analysing their financial needs and objectives, recommend suitable in-house 'off the shelf' financial solutions, and execute clients' instructions on their banking and financial transactions.
- Perform ongoing servicing of retail client accounts and identify any potential opportunities for extending basic banking services.

DECLARATIONS

I hereby declare that the above information is true to the best of my knowledge and ability.

HAROON RIAZ