



# MUHAMMAD KASHIF

Abu Dhabi

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joining: Immediate

## PERSONAL DETAILS

Date of birth : 03/05/1995

Place of birth : Pakistan

Nationality : Pakistani

## INTRODUCTION

An adaptable and responsible graduate seeking a challenging position in field of Customer Service, Logistics Operations & IT Sales, where I can build my career, boost my capabilities, and prove myself as an energetic, enthusiastic career oriented person under all circumstances, that allows me to utilize the organizational and communication skills developed through my Studies & experiences.

## WORK EXPERIENCES

**HASSAN LAL MUHAMMAD ELECTROMECHANICAL WORKS LLC**  
**Administrator, Document Controller UAE**

**FEB 2022 till Now**

### **Job Responsibilities:**

- Organizing meetings and managing databases.
- Booking transport and accommodation.
- Supervising and monitoring the work of administrative staff.
- Processing invoices and managing office budgets.
- Attending meetings with senior management.
- Handling customer complaints and ensure quality customer service
- Managing all the administrative tasks including, Billing, accounts, filing & dealing
- Organizing the office layout and ordering stationery equipment.

**GREEN TAX CONSULTANCY**  
**Tax Consultant, Accountant UAE**

**FEB 2021 till FEB 2022**

### **Job Responsibilities:**

- Personal Taxation and tax planning consultant
- Preparing and filing of supporting document.
- Preparing individual tax returns
- Preparing and submitting Tax returns by the deadline
- Handling customer complaints and ensure quality customer service
- Managing all the administrative tasks including, Billing, accounts, filing & dealing
- Ensure clients understand tax implications unique to their situation

# Customer Service || Logistics Operations

**AHALIA MONEY EXCHANGE BUREAU**

**MAY 2019 to JAN 2021**

**Customer Service, Sales Marketing & Operations, UAE**

## **Job Responsibilities:**

- Working as Customer Relations Executive
- Greetings to the customer while entering to the premise and providing fast and efficient services
- Dealing inward and outward remittance customers
- Regularly convened with customers to provide information in response to inquiries products and services to address and resolve issues and concerns in a timely manner
- Promoted bank's products and services, as well as create recommendations that would best fit client's need
- Processed numerous transactions such as deposits, withdrawals, utility payments, check verification, and ATM dealings
- Ensuring that all transactions are complying with UAE Central Bank regulations as well as correspondent Banks requirements and internal policies
- Ensure that all the remittances done under the KYC standards

**TCS Overland Express**

**Oct 2016 to Jan 2019**

**Customer Service, Sales & Logistics Operations Officer, Pakistan**

## **Job Responsibilities:**

- General Heavy Department - Handling shipments related to automobiles
- Express center – Managing shipments on an express & on priority basis
- New consignee information – Follow ups, update & ensuring deliveries for returned shipments
- OLE Hub – Bulk shipments and express deliveries in heavy weights
- Arranging vehicles to dispatch Couriers to various Customers in different sectors of Pakistan
- Handling of shipments and making MRV (material received voucher).
- Logistics management of incoming and outgoing containers & trailers, Inspection of incoming material & maintaining records as well as security checks.
- Timely distribution of incoming material to next process.
- Ensure all the Import /Export shipments have correct paper works done
- Keep records of return items that received from customer

## **EDUCATIONAL QUALIFICATIONS**

**2013 – 2017**

**Bachelor of Science in Computer (BSCS)**

- Comsats Institute of Information and Technology.
- Pakistan

## **LANGUAGES**

- English (Good)
- Urdu (National Language)
- Pashto (Mother Tongue)