






NOOR REHMAN SHER

FINANCIAL SERVICES

 Al Wahda Post Office, , Sharjah,
1284257, United Arab Emirates

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 nrsroshni245@gmail.com

ABOUT ME

Responsible For Acting As The Leader And Ensuring That All Account Executives Meet Their Targets. Hard-working With distinction, and with diverse experience in fast-paced and challenging environments. Secure to a position in Customer service, Supervisor, Marketing and accustomed to a fast-paced environment qualities that translate well to the position of Customer service Member. Fast-thinking problem solver well organized. Works well with other in a team setting. Keen to find a new challenging position to further my work experience.

PERSONAL DETAILS

Date of birth

August 10, 1992 Ras Al Khaimah
United arab Emirates, UAE

Nationality

Pakistani

Visa status

Residence

Marital status

Single

WEBSITES & SOCIAL LINKS

WORK EXPERIENCE

AL ANSARI EXCHANGE LLC UAE.

Sharjah/Ajman

May 2021 - Present ' 2 Years.

Experience: Financial Services

KEY JOB RESPONSIBILITIES:

1. Accountant
2. Customer services
3. Unit Compliance officer
4. Dirhams / FCY Cashier
5. Remittance Clerk

- Handling speed and error-free Online Remittance for various countries (Western Union, Global Instant/Fund
- Transfer GIT/GFT, Bank Transfer, Remittance, Local Bank Deposits, Online Transfers and Etc.)
- Handling of Banking, mortgages, credit cards, payment services, tax preparation and planning, accounting, and investing.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions, are taken.
- Handling deposits into checking and savings accounts, as well as lending money to customers.
- Assisting customer services with enquirers. Both by telephone and in person.
- Reporting to Branch Manager and Area Manager on daily basis of Branch operations.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change
- Balancing drawer cash balances.
- Ability to work in a team environment
- Skilled in Financial Risk, Microsoft Excel, Customer Service, Microsoft Word, and Banking. Strong finance
- Experienced Cashier Customer Service with a demonstrated history of working in the financial services industry
- Skilled in Management, Finance, Customer Service, Microsoft Office, and Team Management. Strong sales professional
- Responsible for ensuring smooth operations and overall efficiency in the assigned region branches in all aspects.
- Attending the customers and making worldwide transactions
- Assist customers with their inquiries and other banking needs
- Successfully Finished The Training And Certified For AML "Anti 9-Money-Laundering "Process In AL Ansari Exchange And Financial Services L.L.C.

CERTIFICATES:

1. Advanced Anti Money laundering AML Certificate. (AL ANSARI EXCHANGE).
2. Advanced Customer services (AL ANSARI EXCHANGE)
3. Advanced Fraud Prevention (AL ANSARI EXCHANGE)

REFERENCES

Gladdys Ollet
 Branch Manager at Al Ansari
 Exchange
 Ajman, UAE

P: +971 50 270 0901
 E: Ramezajm@alansari.ae

Muhammad BS Khan
 Project Manager at Etisalat
 DUBai, UAE

P: +971509959943
 E: mobkhan@etisalat.ae

LANGUAGES

ENGLISH	
ARABIC	
URDU	

MOHAMED AALY
 MAGHRABI WA
 AWLADH SONS FOOD
 CO LLC

Sharjah
 Feb 2019- May 2021

Food and Beverage Supervisor

Feb 7, 2019 - May 22, 2021
 Papa Murphy’s Pizza, MAM Food Co. LLC Dubai, UAE
 DUTIES AND REPONSIBLETES

- Greet all guests, following papa Murphy’s pizza guest service procedure.
- Complete cash handling and inventory.
- Followed through with each task given and completed training to become a team leader.
- Referring customers with financial problems to other colleagues for assistance.
- Worked well with other employees and openly invited coaching from the management team.
- Recorded customer orders and repeated them back in a clear, understandable manner.
- Trained new employees for correct facility procedures, safety codes, and cleaning and storing techniques.
- Followed proper food handling methods and maintained a temperature of all food products.
- Performed all position responsibilities accurately and in a timely manner.
- Took initiative to find extra tasks when scheduled duties were completed.
- Assisted management with monthly inventory control and weekly stock ordering.
- Accepted accountability for all assigned building keys, master keys, and access cards.
- Conferred with customers by telephone or in person to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions, are taken.
- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Consulted with clients to identify survey needs and specific requirements, such as special samples.
- Analyze data from surveys, old records, or case studies, using statistical software.
- Reviewed, classify, and record survey data in preparation for computer analysis.
- Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change
- Carefully maintained sanitation, health and safety standards in all work areas.
- Closely followed standard procedures for safe food preparation, assembly, and presentation to ensure customer satisfaction.
- A working knowledge of Outlook, Word and Excel
- Ability to work calmly and effectively under pressure
- Ability to take direction from multiple managers, supervisor, and employees
- Ability to work in a team environment

RUKNALFALAH GENERAL TRADING L.L.C

Sharjah

Dec 2018- Feb 2019

Area Sales Representative

Responsible for acting as the team leader and ensuring that all Account Executives meet their targets.

Duties

- Launching incentive programs to generate and increase sales.
- Coordinating and supervising the day-to-day sales efforts of the team.
- Assisting Account Executives in the preparation of proposals and presentations.
- Training and coaching team members on selling techniques.
- Setting examples for other staff in areas of personal character, commitment and work habits.
- Reducing shrinkage by managing loss prevention techniques.
- Leading, directing and motivating the sales team.
- Gaining a thorough understanding of every customer's needs in order to offer them the best solution.
- Presiding over weekly staff meetings.
- Conducting real-time phone monitoring of staff.
- Maintaining staff attendance and punctuality reports.
- Promptly handling customer complaints.
- Field training new sales representatives.
- Monitoring and responding to changing service level requirements.
- Maintaining accurate records of customer contracts.
- Attending all company departmental and general meetings.
- Completing all sales paperwork.
- Recruiting sales representatives.
- Carrying out staff performance reviews.
- Addressing individual and group training needs.

UNIVERSITY OF SCIENCE AND TECHNOLOGY BANNU

Bannu, Khyber Pakhtunkhwa
Sep 2015- Sep 2018

Graduate Researcher

- Initiated analysis of [issue] to effectively reach a satisfactory conclusion having a [positive outcome] for all parties concerned.
- Instructed small student groups on individual aspects of subject matter.
- Tracked class and student metrics including attendance, projects, labs and reports.
- Responsible for executing plans for [project].
- Kept classroom focused on academic and intellectual discussions to further students' critical thinking skills as well as understanding of the materials presented.

EMIRATES CONSULTING GROUP LLC

Dubai

Mar 2019- Apr 2020

Service Crew Member

- Resolved [Type] issues among crew members by addressing problems immediately and effectively mediating disagreements.
- Identified unacceptable work or materials and independently corrected problems to keep operations on-target.
- Took necessary steps to meet customer needs and effectively resolve food or service issues promptly.
- Assisted management with monthly inventory control and weekly stock ordering.

EDUCATION

UNIVERSITY OF SCIENCE

Bachelor of Science

**AND TECHNOLOGY
BANNU, KPK PAKISTAN**
Bannu , Khyber Pakhtunkhwa
2015

- Related Coursework
- With Distinction
- Concentration on study
- Certifications acheived

**BANNU MODEL SCHOOL
AND COLLEGE ALSO
(AKDC) BANNU, KHYBER
PAKHTUNKHWA
PAKISTAN**
bannu, Khyber Pakhtunkhwa
2013

- High school diploma**
- Major Subjects Mathematics,Physics and Chemistry
 - Concentration on study
 - With Distinction
 - Certificate of best player of the year
 - Awarded with best Captain of basketball team 2013
 - Focus on Co-activities

**ISLAMIA COLLEGIATE
SCHOOL PESHAWAR,
PAKISTAN**
Peshawar, Pakistan
2011

- Matriculation**
- Concentration on General Subjects
 - Achieved the best player of the year
 - Best captain of Basketball team
 - With Distinction

**PAKISTAN HIGHER
SECONDARY SCHOOL
RAS AL KHAIMAH RAK
UNITED ARAB EMIRATES
UAE.**
Ras Al Khaimah, RAK United
Arab Emirates, UAE.
2009

- High school diploma**
- I Started My education
 - Major subjects of General Science
 - Top 10 in Class
 - Concentration on Co-activities
 - With Distinction
 - Certifications in Subjects and Sportsmanship
 - Award Name The Best Player of Marathon race

SKILLS

- Computer Proficient
- Computer Literate
- Training and development
- Customer Service
- Communication Skills
- Time Management

HOBBIES

Travelling, Sportsmanship and Cooking

INTERNSHIP

**RUKNALFALAH GENERAL
TRADING L.L.C**
Sharjah
Dec 2018 - Feb 2019

- Sales Representative**
- Monitored product availability in store, on shelves and in orders to accurately answer customer questions.
 - Answered questions about and demonstrated features of

- diverse merchandise to facilitate customer sales.
- Implemented consultative sales techniques to generate revenues exceeding targets by 100%.
- Calculated total costs for service delivery, including production, delivery and installation requirements.

**KHYBER PAKHTUNKHWA
INFORMATION
TECHNOLOGY BOARD
KPITB**

Peshawar KPK
Oct 2020 - Dec 2020

E - Commerce & SDGs

- Economic Development through Online Business
- Rise in Foreign Exchange
- Crisis Management
- Observational Control
- Safeguarding Fundamental Human Rights
- Social Mapping
- An Entrepreneurship

COURSES

Sep 2008 - Feb 2009

MS Office, Internet and Email.
Microsoft windows All version
Computer Centre of technical consultant Ras Al
Khaimah UAE

Oct 2019 - Oct 2022

Sharjah Food Safety Program Certificate.
Credential ID SFSP-GHP-S-2019-E003236 Credential
URL
<https://portal.shjmun.gov.ae/en/pages/home.aspx>
e , Sharjah City Municipality United Arab Emirates
UAE

EXTRA-CURRICULAR ACTIVITIES

ACHIEVED BEST PLAYER

Ras Al Khaimah
Mar 2006 - Mar 2006

Marathon Race

- Youth Sports Coach