



Name : **MUHAMMAD ARSALAN**
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Driving lic. : Light motor vehicle (Dubai)
Nationality : Pakistani
Date of Birth: 3rd December 1989
Visa status : Employment visa
Visa Expiry : November 2023

OBJECTIVE:

- ✚ To obtain a challenging position that will allow me to utilize my current skills to assist in advancing a business that offers a stable employment opportunity.

PROFILE:

- ✚ Excellent communication skills, customer service, computer skills with proficiency in MS Office and Outlook.
- ✚ Passionate hard worker and well-organized professional with power to prioritized, multitask and ability to cope up with a fast-paced environment.

PROFESSIONAL EXPERIENCE:



ELIZ GOLD TRADING LLC

Cashier (5th Oct 2021 – Present)

Al Daghaya road, Naif Area Deira Dubai UAE

Duties and Responsibilities:

- Received payment from the clients and post in the journal entry
- Ensuring the payments, received amounts and records are correct.
- Recording and filling cash transactions
- Handling bulk cash
- Invoice and vouchers processing and filling.
- Maintaining sound relationship with the customer.
- Prepare daily report and submit to the Accountant



MESRKANLOO INTERNATIONAL EXCHANGE

Foreign Currency Cashier (June 2019 – Sept 2021)

Al sabkha road, Naif Area Deira Dubai UAE

Duties and Responsibilities:

- Purchasing and selling of foreign currencies based on U.A.E rules and regulation
- Aware of AML (Anti-Money Laundering). Adheres to the AML Policies, regulatory requirements and other policies of the company and audit compliance of the Central Bank.
- Practices Know Your Customer (KYC), Customer Due Diligence (CDD) and EDD.
- Understand customer needs and provide appropriate solution and attention in order to achieve customer delight.
- Maintaining sound relationship with the customer.
- Observing high level of cooperation with the colleagues, with Branch In-charge and with all the supports units. Thus, a team player
- Ensures no racial discrimination or biases on basis of nationality, color, race and income.
- Follow all the circulars from the Management and respect the rules/policies of company.



DESSERT EXCHANGE

Cashier/ IT (NOV 2014- MAY 2019)

Naif area Deira DUBAI UAE

Duties and Responsibilities:

- Handling local & foreign currencies buying and selling with exchange houses.
- ATM machine cash handing.
- Shipments send and receive.
- Full awareness and knowledge of Western Union, Transfast, Instant Cash & GCC Remittance.
- Fund arrangement of TT like Foreign currency
- Arranging Commercial and TT through local bank and exchange house
- Adopts the "Know Your Customer" (KYC) rule and request of Clients to submit identification documents and other documentary o requirements, services opening bank account.
- Customers supports and service
- Telex transfer INR TT, USD TT, EURO TT & GBP TT
- Knowledge in SWIFT CODES, IBAN AND IFSC CODES
- Western union, Transfast, Instant Cash receiving and sending
- Net Working
- Software installing
- CCTV camera operating



BASKIN ROBBINS (GALADARI GROUP)

Customer Service (May 2013-Jan 2014)

Dubai uae

Duties and Responsibilities:

- Front desk salesmen.
- Cash handling.
- Answered customers' questions regarding products, prices and availability.
- Maintained friendly and professional customer interactions at all times.
- Opened-closed cash registers, performed responsibilities like money counting, balancing cash drawer.
- Take messages, direct calls, and answer telephone calls. Pakistan Telecommunication Co. Ltd.
- Customer service.
- Maintaining stock and updating.



PAKISTAN TELECOMMUNICATION CO. LTD.

Customer Service (Call Center) Jan 2012-May 2013

Karachi, Pakistan

Duties and Responsibilities:

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures

ACADEMIC EDUCATION:

Intermediate F.S.C (Pre-Engineering)

Board of Intermediate Education Karachi, PAKISTAN

CERTIFICATION:

- Certificate in Peachtree Accounting
- Anti-Money Laundering Course from FERG, Dubai, UAE
- MS Office & Internet Browsing
- Graphic Designing
- Customer delight course

LANGUAGE:

- URDU (NATIVE)
- ENGLISH (READ/WRITE)
- ARABIC (CONVERSATIONAL)

REFERENCES

Will be provided if required