



NAEEM ABDUL SALAM

Customer Success/General Administration/Cashier
/Admin mob: (+971)508527285 E-mail:
naeemkazi2016@gmail.com

Abu Dhabi, UAE

CORE COMPETENCIES

Customer Service Excellence
Data entry maintenance
MS Office CRM
Customer Satisfaction
Query/Compliant Management
General Administration
Office Work Management
Cross-Functional Coordination
Mentoring/Knowledge Transfers

ACADEMICS

Bachelor Degree (Accounting & Finance) from Mumbai University in 2018

HSC from Maharashtra Board in 2015

TECHNICAL SKILLS

Internet E- mailing
MS Office
Typing
Financial accounting and Tally
Advance Excel
MSCIT
Familiar with Windows

PERSONAL DETAILS

Date of Birth: 31st May 1996
Languages Known: English, Urdu and Hindi
Address: Abu Dhabi.
Passport No: V5770358
Visa Status: Cancel Visa
Nationality: Indian
Marital status: Single

PROFILE SUMMARY

- Energetic, hardworking cashier valued for fast friendly service and accuracy in handling customer transaction collect cash, check, or charge payment from customer and make change for cash customers.
- Experienced banking professional with two year experience at international Ally bank, where I used analytical and interpersonal skills to maintain a customer satisfaction rating, organized and dedicated recovery coordinator with proven track record of providing exceptional customer service in fast – paced environment. Offering attention to detail and strong decision- making skill to manage multiple current task- self-motivated work ethics to perform effectively independent or team environments’.

WORK EXPERIENCE

2022 Since Nov’21 till date with Abu Dhabi Airport Company as Cashier/Customer service

Key Result Areas:

- Handling international currencies and bringing up sales
- Maintain a cheerful, friendly attitude towards customer while correctly operating the cash register
- Executing Team & time management
- Engagement with the customers and rendering exceptional customer services
- Requesting price cheques and preparing re-conciliation statements
- Counting the contents of the cash register & drawer at the end of each shift
- Maintaining appropriate records with evidence
- Performing End to End coordination for cash handling

2020-22 with SITEL Pvt. Ltd. as Customer Service Executive Recovery support Coordinator

Key Result Areas:

- Handle customer complaint claim due to repossession activity through customer calls, research and communication with recover vendors and auctions.
- Review, approve or decline fess associated to the repossession and/ or transport of vehicle to auction.
- Create, review audit and submit invoice for payment for repossession charges owed to recovery vendor ,
- Explained billing invoice to staff vendors and clients; maintained cash and prepared monthly expense sheet
- Screen incoming telephone calls, letter& email and screen appropriately base on priority
- Resolving customer complain managing database records , drafting status report on customer service issue
- Personalized, competent, convenient, and proactive.

Highlights:

- Emerged to be the Best CSP (CUSTOMER SERVICE PROFESSIONAL) of the month 3 times ,

**2018-19 with Power Weave Solutions Pvt. Ltd. as Back-Office Executive
Data entry clerk**

- Provided administrative and managerial support for the staff working in the back-office
- Entering data from various source into the company computer system for processing and management .

SKILLS

- Interpersonal
- Creative
- Reliable
- Organized
- Time management
- Team player
- Quick learner