

KHAWAJA UZAIR ZAFAR

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Visit Visa Validity : 10 August 2023



CAREER OBJECTIVE

Diligent and personable customer service representative seeking a position in which my communication skills combined with my problem-solving skills can be useful in serving customers. Capable of handling multiple tasks in a fast-paced environment. Able to keep customers happy and smiling while resolving their issues in the shortest time possible

CAREER PROFILE SKILLS

Excel Proficiency	Vendor Relations	Relationship Building
Accounts Opening	Document Management	Time Management
Problem Solving	Team Collaboration	Communication
Organization	Problem solving	Management
Writing	Skills management	Computer literacy
Word processor	Teamwork	Decision-making
Professional	Multitasking	Time
Energetic	Attention to detail	Interpersonal communication
Cash handling	Basic math skills	
Bagging items carefully	Verbal communication skills	
Issuing refunds & exchanges	Weighing & scanning items	
Greeting customers	Project & t management skills	
Collaboration & teamwork skills	Organizational skills	
Dispute & conflict resolution	Friendliness & personability	
Decision making skills	Interpersonal skills	
Customer service skills	MS Office suite skills	

WORK EXPERIENCE

Silk Bank Limited
Bank Similar to ADCB
Customer Service Officer

Islamabad, Pakistan
Dubai, UAE
Nov 21 – May 23

- Engage with customers to understand their banking needs and promote relevant products.
- Provide detailed information about banking products and assist customers in selecting appropriate options.
- Build strong customer relationships to enhance satisfaction and loyalty.
- Guide customers through the account opening process with accuracy and completeness.
- Assist customers in understanding account terms, conditions, and fees.
- Process account closure requests in compliance with policies and regulations.
- Organize and maintain banking files, ensuring proper documentation and arrangement.
- Upload and update customer information and documents securely in the banking system.
- Monitor and ensure compliance with internal and regulatory document standards.
- Address customer queries, concerns, and complaints professionally and promptly.
- Provide accurate information to resolve customer issues and ensure satisfaction.
- Escalate complex queries to relevant departments for further resolution.
- Identify dormant accounts and facilitate reactivation for account holders.
- Follow established procedures for dormancy removal and maintain detailed documentation.

- Assisting with accounts opening and actively increasing deposits to facilitate smooth financial operations.
- Uploading essential documents, ensuring proper organization and accessibility for future reference.
- Taking proactive measures to identify and address dormant accounts, ensuring compliance and streamlining processes.
- Ensuring the proper closure of accounts in accordance with established procedures and regulatory requirements.

Best Price Super Store

Super Store similar to Al Madina

Islamabad, Pakistan

Dubai, UAE

Part Time Cashier

March 20 – Nov 21

- Scanning goods and ensuring pricing is accurate
- Collecting payments whether in cash or credit
- Manage transactions with customers using cash registers
- Scan goods and ensure pricing is accurate
- Collect payments whether in cash or credit
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Handle merchandise returns and exchanges
- Work experience as a Retail Cashier or in a similar role in sales
- Familiarity with electronic equipment, like cash register and POS

ACADEMIC EDUCATION

University of Lahore

Islamabad, Pakistan

MS Accounting and Finance

Sep 19 – Aug 21

University of Lahore

Islamabad, Pakistan

Bachelors

Oct 16 – Sep 18

TRAINING / COMPUTER SKILLS

SAP Accounting Software

Islamabad, Pakistan

- 60 – Hour SAP Financial Accounting End User Training
- MS Office
- CRM
- Internet Applications

PERSONAL INFORMATION

Father Name : Khawaja Zaffar Habib

Date of Birth : [15 October 1997](#)

Driving License : International Driving Permit from Pakistan

LANGUAGE

English (Business Proficiency)

Urdu (Native)

Hindi (Fluent Speaker)

REFERENCE

Reference will be furnished on demand
