



# ZAHID SHARIF

Organize, conscientious, and detail-oriented cashier, forex dealer, FLA teller, and customer service professional with 6+ years' experience in fast-paced customer service environments. Extensive industry experience includes Customer Service, Finance, and relationship-building skills. Outstanding interpersonal skills and ability to collaborate with people at any level. Good-natured and enthusiastic under pressure. Dedicated to exceeding customer expectations and building customer loyalty. Expertise includes sales, customer service, inventory management, and resolving customer complaints. To obtain a position with a reputable organization where I can utilize my excellent organizational skills, interpersonal skills, and willingness to learn.

## PROFESSIONAL EXPERIENCE

### CASHIER / TELLER JULY 2018 - PRESENT NATIONAL EXCHANGE COMPANY, ABU DHABI

- Deal with the sale and purchase of foreign currency through branches and local exchange centers.
- Making retail remittance transactions for many countries, including Pakistan, India, the Philippines, and Bangladesh.
- Providing high-quality customer service in accordance with customer service standards and policies and procedures.
- Maintain awareness of surroundings and secured cash to minimize loss potential. Maintain up-to-date knowledge of exchange policies regarding payments, returns, and exchanges.
- Resolve all customer complaints in a professional manner while prioritizing customer satisfaction.

### CASHIER / TELLER JULY 2017 - JUNE 2018 LULU INTERNATIONAL EXCHANGE, ABU DHABI

- Greeted customers and determined their specific needs by following up and generating repeat business by encouraging customers to return.
- Deal with the sale and purchase of foreign currency through branches and local exchange centers. Making retail remittance transactions for many countries.
- Ensured that each customer received outstanding service by providing a friendly environment.

### CASHIER / TELLER DECEMBER 2014 - JULY 2017 AL-FALAH EXCHANGE COMPANY, ABU DHABI

- Processed transactions quickly and efficiently. Maintained a friendly and cordial relationship with the customers by greeting them and assisting them with all relevant issues.
- Deal with the sale and purchase of foreign currency through branches and local exchange centers. Making retail remittance transactions for many countries.
- Transferring money through online systems, such as Western Union, Xpress Money, Instant Cash, and Transfast.
- Using Symex System to reconcile online accounts every day.

### CUSTOMER SERVICE OFFICER NOV 2013 - NOV 2014 ZONG CMPAK LIMITED, ISLAMABAD, PAKISTAN

- Handle approximately 75-150 calls on a daily basis in a busy fast paced call center environment.
- Provided customer satisfaction through effective and timely resolution of a variety of customer inquiries.
- Delivered world class customer service; built customer satisfaction and loyalty.
- Observe and exceed company identified performance metrics and compliance measures to ensure retention of inbound call volume.
- Received client based bonuses for exceeding top 10% sales metrics for inbound call agents.
- Maintained call center database by entering information
- Resolved problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.

**REFERENCES:** Professional & Personal References Available Upon Request



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Abu Dhabi, UAE



09 - April - 1989



Pakistani



Residence Visa

## EDUCATION

- ❖ **B.Com - Bachelor of Commerce**  
Punjab University - 2012
- ❖ **High School - I.COM - Commerce**  
B.I.S.C Rawalpindi Pakistan - 2009
- ❖ **Matric - Science**  
B.I.S.C Rawalpindi Pakistan - 2007

## AREA OF EXPERTISE

- ✓ Customer Service
- ✓ Cash Handling Expertise
- ✓ Excellent Time Management Skills
- ✓ Conflict Resolution
- ✓ Complaint Handling
- ✓ Foreign Currency Knowledge
- ✓ Inventory Management
- ✓ Forex Dealing
- ✓ Exceptional Communications
- ✓ Computer Proficiency
- ✓ Presentation and Organizational Skills
- ✓ Collaboration Skills
- ✓ Critical Thinking

## TECHNICAL INSIGHTS

- ✓ Microsoft Office Suite
- ✓ SYMEX Software | Money Transfer Application Software
- ✓ Western Union Money Transfer System
- ✓ Transfast Money Transfer System
- ✓ Xpress Money

## LANGUAGE PROFICIENCY

- ★ English (Fluent)
- ★ Arabic (Basic)
- ★ Urdu (Native)