

CIRRCULUM VITAE

Muhammad Noman Shaikh

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Career Objectives:

Seeking assignment in finance / Administration / Customer Service to utilize my skills and expertise to be part of a team to work dynamically towards the growth of organization and gain satisfaction and recognition thereof.

Professional Experiences

FEDERAL EXCHANGE: Abu Dhabi, UAE

Customer Relation Executive Since 02, Feb, 2022

Dealing single window counter Cashier (Foreign Currency Buying and selling, Cash-Receiving, Cash Pay-out).

- Keep up to date with market trends, understand new developments and utilize the information for business improvement.
- Analyzes market, consumer and competitor's information for setting new product pricing and to manage the price for existing items.
- Facilitate Worldwide money Transfers, Telex and Drafts on customer needs.
- Maintain positive relationships with customers to generate new revenue.
- Promote the features, advantages, and benefits of company products and services to potential customers.
- Address and resolve customer complaints.
- Marketing of WPS facilities and Processing Payroll on behalf for the clients
- Instilling a marketing led methods throughout the business.
- Researching and reporting on external opportunities.
- Understanding current and potential customers.
- Managing the customer journey (Customer Relationship Management).
- Making customer focused decisions.
- Ensuring on time Payments & Deliveries.
- Developing Guidelines
- Handling daily Cash deposits.

CALLING HUB Call Centre: Gulshan 13B Karachi, PAK

Dialing agent JUN 2021 | OCT 2021

dealing in a cubical countertop (attending & dialing calls to the customers)

- Taking and dialing calls to the different types of clients and customer.
- Describing the products.

- Making leads for the seniors.
- Making team leads.
- Acheive the Target of the of Sixty six leads.

KEY SKILLS

- Hands on Experience in MS Excel, MS Word, MS Power point, MS Outlook and many internet browsers.
- Linguistic skills- (Read,Write & Speak) Urdu,English,Sindhi & Punjabi{fluent} Arabic {basic}
(Speak) Hindi {Fluent} and Malayalam {Basic}

EDUCATION QUALIFICATION

Oxford High School
10th | Matric

Gulberg town,KHI,PAK
2020

AREA OF EXPERTISE

- Excellent Customer Service Skills.
- Pro-active, well articulate and Highly committed.
- Excellent Communication, presuassion and interpersonal skills.
- Capable of developing and executing project ideas confidently.
- Experience in mentoring and development of staff.
- Excellent typing skills.

COMPETENCIES

- Ability to work hard, make fast and accurate decisions.
- Creative and resourceful thinking.
- Sound Ability to handle multiple task, set prorities and meet deadlines.
- Good in organizational and detail-oriented skills.
- Good interpersonal skills.

PERSONAL DETAILS

Date of Birth	21 November 2002
Gender	Male
Martial Status	Single
Passport Valid	18 April 2026
Passport issued	Karachi,Sindh, Pakistan

Muhammad Noman Shaikh