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# Muhammad AFNAN

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🌐 Pakistan  
🚗 Light Vehicle - Dubai



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## PROFESSIONAL SUMMARY

Dedicated Cashier with years of experience. Accurately takes payments, navigates systems and calculates change. Detailed and speedy to efficiently balance tills. Committed and hardworking. patience processing transactions and assisting customers. Dedicated to resolving issues, answering customer questions and ringing up customers. Creative problem-solver versed in customer service.

## WORK HISTORY

### November 2021 - Current

#### CASHIER / FRONT LINE ASSOCIATE

Lulu International Exchange LLC-Dubai

- Meet and greet customers at counter/ Lobby area, and thanks them for their business.
- Actively convert Walk-in customer to Intro-Card holders.
- Provide services to retail and commercial customers as per ISO standards.
- Educated customers on promotions, offers and special events to enhance product sales.
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- Handle foreign Currency, Remittances, WPS, Utility Payments, Bill Payments, and other customer transactions as required by the branch.
- Ensuring transactions are completed in an efficient manner with a high level of accuracy.
- Ensure assigned work activities are carried out as per company policies and procedure.
- Ensure cash handling is done as per company policy, and cash balances at assigned "Till" is accurately tailed and appropriately handled as instructed by the branch management.
- Report any anomalies such as under/ over to concerned superior immediately.
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- Exercise due diligence in process related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiative.
- Ensure documentation and transactions process in compliance with both the internal and regulatory requirements.
- Performs administrative task such as filing, generating reports.
- Provide support and information to customer, over the counter and by phone.
- Open / close branches as required and ensuring all tasks and checks are completed.

### Nov- 2018 To Oct- 2021

#### PUBLIC RELATIONS OFFICER Cum ACCOUNTS

MAP Properties Development LLC- Dubai

- Collaborated to create innovative strategies for optimized campaign results.
- Attended and contributed to meetings to devise programmed activities and projects.
- Dealing with customers directly.
- Recovering cash from customers.
- Preparing invoices, ejari, etc.
- Resolving customers complains.

- Developing different campaign for the benefit of the organization.
- Reconciliation of cash & income statement along with balancesheet.
- Managing WPS for the staff.
- Reporting day to day activity report to the accounts manager.
- Managing petty cash efficiently.
- Chasing outstanding company accounts during reconciliation of accounts.
- Preparing invoices and managing other administrative work.

## SKILLS

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| <ul style="list-style-type: none"> <li>• Loss prevention</li> <li>• Complaint handling</li> <li>• Money management</li> <li>• Coin counting</li> <li>• Daily transaction summarizing</li> <li>• Cash counting machine operations</li> <li>• Customer relations</li> <li>• Safe balancing</li> <li>• Payment processing</li> </ul> | <ul style="list-style-type: none"> <li>• Cash counting</li> <li>• Cash handling policies</li> <li>• Cash handling</li> <li>• Customer direction</li> <li>• Service knowledge</li> <li>• Physical strength</li> <li>• Customer greeting</li> <li>• Account management</li> </ul> |
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## EDUCATION

January 2018

**Master Of Commerce**

**Specialization** (Human Recourse management)

University Of Peshawar-Pakistan.

## Languages

**Urdu & Pashto** : Native language

**English:** C1

Advanced

**Hindi:** C1

Advanced

**Arabic:** B2

Upper intermediate