



FATIMA SHAHEEN

Cashier/ Customer service officer

PROFILE

Looking forward to work in an organization/Institute that offers challenging jobs and a bright future where my knowledge can be shared and enriched, and my performance rewarded with responsibilities.

CONTACT

PHONE:
055-7153929
WhatsApp :055-7153929

Email:
Fk759327@gmail.com

ADMINISTRATOR SKILLS

- Well organized and be able to priorities work in an efficient manner.
- Providing high quality Customer Service.
- Good level of numeracy.
- Good at juggling tasks and prioritizing.
- Impeccable telephone manners.
- Resolving and managing queries to closure.

PERSONAL SKILLS

- Proficient typing and editing
- Calm and composed under pressure and able to work to tight deadlines.
- Ability to work within a busy and demanding team environment.
- Able to work with minimum amount of supervision and on own initiative
- Quick learner

EDUCATION

Bachelor's in commerce
University of Punjab
2011-2012

WORK EXPERIENCE

GCC Exchange Deira
(Jan 2023-continues)



Currently working as a Customer Care Officer and Cashier



KBS CARGO BY HEAVY TRUCKS)
(Feb-2020 to April-2021)

- Core responsibilities were interacting with customers providing excellent customer services.
- Greet and acknowledge each customer
- Working as a main cashier
- Provide internal and external information regarding products.
- Preparing Invoices, payment Vouchers, Receipts
- Accept cash, checks and bank cards for payment
- Provide to obtain total purchase amount
- Ensure sufficient change is available
- Voucher and Quotations
- Answering phones, handling company inquiries, and sorting and distributing mail.
- Maintaining an effective Accounting system.
- Resolving simple issue and complains immediately
- Carrying out the large volumes of filling while relating a good level of accuracy and efficiency.
- Maintain the working area tidy and orderly



COMPUTER SKILLS

- Expertise in Microsoft office
- Expertise in outlook
- Expertise In app using
- 50/60 word per minute typing in English

LANGUAGE SKILLS

- Fluent in English, Urdu and Punjabi
- Basic French and Arabic Speaking

HOBBIES

- Reading
- Photography
- Traveling
- Music & Movies
- Research
- Drawing

EMBASSY OF ALGERIA- ISLAMABAD

June -2018 to April -2019

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Ministry of Water Resources
Government of Pakistan
وزارت آبی و وسائل حکومت پاکستان

MINISTRY OF ENERGY-ISLAMABAD

(June-2015 to June-2018)

- Managing the petty cash for daily base expenses.
- Receiving and redirecting telephone calls.
- Managing cash flow by cheque credit, debit and in hand.
- Maintaining an effective Accounting system.
- Processing staff payrolls, keeping account of finances and updating staff files.
- Resolving simple issue and complains immediately
- Typing up corresponding including letters, faxes, minutes, Summary and memos accordingly.



SIALKOT GRAMMAR SCHOOL- WAZIRABAD

(2012-February to 2015 April)

- Running the described accounting system.
- Managing all official Documents.
- Receiving and redirecting telephone calls.
- Preparing Invoices, payment Vouchers, Receipt Voucher and Quotations
- Arranging meetings between teachers and Parents.
- Maintained fee record using software

PERSONAL INFORMATION

Nationality	Pakistani
D.O.B	21 Oct 1992
Marital Status	Single
Religion	Islam
Visa Status	Residence Visa

