



ABDUL QAVI

HEAD CASHIER/CUSTOMER SERVICE REPRESENTATIVE

WORK EXPERIENCE:

Head Cashier – 01/2019 to 05/2023 AL-Muzaini Exchange, Kuwait

Customer Service Representative – 09/2017 to 11/2018 Reliance, Jio India

CONTACT

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ADDRESS:

Hor Al Anz, Dubai

CAREER OBJECTIVE

MOTIVATED HEAD CASHIER/CUSTOMER SUPPORT ASSOCIATE WITH 5 YEARS OF EXPERIENCE WHO IS HIGHLY ENERGETIC. HANDLES MULTIPLE RESPONSIBILITIES SIMULTANEOUSLY WHILE PROVIDING EXCEPTIONAL CUSTOMER SERVICE. QUICKLY LEARNS AND MASTER'S NEW CONCEPTS AND SKILLS. PASSIONATE ABOUT ENSURING CUSTOMERS LEAVE BRANCH WITH A POSITIVE EXPERIENCE AND SATISFACTION. PROFESSIONAL TRAININGS

KEY SKILLS

- Exceptional customer service
- Patience
- Effective Listening
- Clear communication skills
- Ability to work in a team
- Decision making
- Quality focus
- Ability to multi task
- Product Knowledge
- Client Management
- Mathematical aptitude
- Cash handling accuracy
- Ability to work under pressure

Head Cashier – 01/2019 to 05/2023 AL-Muzaini Exchange, Kuwait

- Processing Telex Transactions, Swift Transactions, Western Union, DHL, Inward Remittances, Corporate Transactions, Sale & Purchase of Foreign Currencies
- Processing SSS/PAG-IBIG/PHILHEALTH Payments
- Ensure assigned work activities are carried out as per company policies and procedures
- Handle 27 Foreign Currencies
- Petty cash management
- Mentor and coach new cashiers
- Report to BM/Br. Supervisor about any discrepancy in cash count (Shortage/Excess) or fake notes
- Make sure enough cash is maintained with the cashier and in the branch to make payouts specially in the afternoons and when the main safe is locked
- Pay cash against authorized cheques, Transactions as per Company's policy
- Initiates payment amendments, cancellation and confirmations.
- Balancing the total branch cash and make sure the amount balance against the system ledger at the end of the day
- Exercise due diligence in processes related to customer transactions to ensure risk mitigation and adherence to relevant AML procedures and KYC initiatives
- Ensure documentation and the transaction process is in compliance with both the internal and regulatory requirement
- Maintains a cash drawer, balances and audits the cash drawer according to policy and schedule
- Communicate regulations and norms regarding transactions in a professional manner
- Meet and Greet customers at counter, and thank them for their business
- Offer exceptional customer service to differentiate and promote the company brand
- Shows the ability to remain professional at all times and put on a smiling face for customers
- Achieve minimum wait and serve time and aim for reducing the TAT on a continuous basis

ADDITIONAL SKILLS

- *Operating systems: Windows XP, win-7, win-8, win-10*
- *Microsoft Office Package: Microsoft Excel, Word, PowerPoint*

LANGUAGES

- *English (Proficient)*
- *Hindi (Native)*
- *Urdu (Native)*
- *Arabic (Intermediate)*
- *Telugu (Proficient)*

ABOUT ME

Religion: Islam
Passport# X6045798
Marital Status: Married
Date of Birth: 04-06-1996
Gender: Male
Visa Status : Visit Visa

- Lead customers to relevant department/person for Query Resolutions, Special Deals and other such activities
- Handles upset or irate customers

Customer Service Representative – 09/2017 to 11/2018 Reliance Jio, India

- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints
- Escalate unresolved issues to the appropriate internal teams
- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Taking ownership of customer issues.
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Contributes to team effort by accomplishing related results as needed.
- Able to work on a rotating shift schedule that ensures 24/7 on call coverage for customers

Personal Strengths

- Sense of Responsibility and communication skills
- High energy work ethic and commitment to customer service
- Interested in learning new things
- Easily adaptable to any new technology with minimum training
- Work with dedication and determination
- Able to adjust well with people of diverse cultures, religions and backgrounds
- Able to plan, prioritize and execute work as well as time, so as to attain maximum efficiencies
- Ability to work under pressure and in a fast-paced environment
- Quick Learner

EDUCATION:

- Bachelor of Commerce: Techno Global University, Meghalaya – (2014 – 2017)
- Intermediate (MPC) from Board of Intermediate Hyderabad (2013)
- S.S.C from Board of Secondary Hyderabad (2011)