

SHAHZAIB

Address: DUBAI, UAE

Tel: +971 583001725

Email: shahzaibshahidmughal59@gmail.com

Visa Status: Visit Visa Visa Expiry: November 25, 2023



CORE COMPETENCIES



Customer Service
Social Intelligence
Stress tolerance
Petty Cash Management
Relationship-Building
Upselling and cross selling
Conflict Resolution



SOFT SKILLS

- Communicator
- Team Spirit
- Detail-Oriented and Reliable
- Multi-Tasking
- Sound Decision-Making Skills
- Time Management
- Analytical and Problem-Solving
- Adaptive
- Honest
- Compliance
- Planning and Organizing

ACHIEVEMENTS & AWARDS

- Best Participant award during T24 Training Program – March 2023.
- Got the second position in my research project on Royal Dutch Shell.



PROFILE SUMMARY

- Experienced Customer Service Officer /Customer Services Representative with 1 year of progressive experience in the field of banking.
- Highly Experienced in digital marketing Including (Facebook, Insta, Google, etc.).
- Proficient in stress management and social intelligence.



TECHNICAL SKILLS

- MS Word
- MS PowerPoint
- MOZBAR - Digital Marketing
- T24
- Digital Marketing (Insta, Google, Pinterest and Reddit etc.)
- MS Excel



EDUCATION

2018-2022

Bachelor of Commerce, The Islamia University, Bahawalpur, Pakistan.

2016-2018

Intermediate in Commerce, Hasilpur Science College Boys Hasilpur, Pakistan.



WORK EXPERIENCE

August 2022 – September 2023

Customer Service Officer

Khushali Microfinance Bank Hasilpur.

Key Responsibilities:

- Cashiers in banking are responsible for accurately and efficiently processing customer transactions, including deposits, withdrawals, and account transfers.
- They provide excellent customer service by addressing inquiries, resolving issues, and assisting customers with their banking needs.
- Cashiers must handle cash responsibly, ensuring accurate counting, balancing cash drawers, and adhering to security protocols.
- They help customers with basic account maintenance tasks, such as updating personal information and ordering checks or debit cards.
- Cashiers may promote and cross-sell banking products and services, such as savings accounts, certificates of deposit, or credit cards, to meet sales targets.
- Ensuring compliance with banking regulations and policies is essential, including verifying customer identities and reporting suspicious transactions.
- Accurate record-keeping is crucial, with cashiers maintaining transaction records and preparing daily financial reports.
- At the end of their shift, cashiers reconcile their cash drawer to ensure it balances correctly, accounting for all transactions and cash on hand.



WORK EXPERIENCE

January 2022–February 2022

(Internee)

Bank of Punjab Bahawalpur -Pakistan.

Key Responsibilities:

- Support loan officers in processing loan applications, verifying documentation and conducting preliminary assessments of creditworthiness.
- Interact with clients, addressing inquiries, providing information on loan products, and ensuring a positive customer experience.
- Participate in field visits to borrowers' businesses or residences to verify information and ensure loan utilization aligns with bank guidelines.
- Help in monitoring loan repayments, identifying potential delinquencies, and contributing to loan recovery efforts under the guidance of senior staff.

PERSONAL DETAILS

Date of Birth: 10/March/1999

Nationality: Pakistani

Marital Status: Single

Languages: English (fluent); Hindi (fluent); Urdu (native)

Reference

Will be furnished upon request/demand.