



MUHAMMAD WASEEM ABBAS

Customer Service Representative • Teller • FC Cashier • Remittance Clerk
Ambitious and customer-focused Customer Service Cashier with expertise in diverse FC/Remittance exchange industries. Proven efficiency in cash register operations and transaction execution. Exceptional customer service skills, adept at handling multiple currencies, and ensuring accuracy in remittance processing. Thrives in fast-paced environments with a keen eye for detail. Committed to delivering outstanding service and exceeding customer expectations.

CONTACT US:

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Email:

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Address:

Dubai, UAE

PROFESSIONAL SKILLS:

- Remittance Processing
- CASMEX
- Customer Services
- IShield
- Standard Operating Procedure
- Complaint Management
- Cash Handling
- Microsoft Office
- Negotiation
- Marketing

EDUCATION:

Bachelors of Commerce (B.COM)

Bahauddin Zakariya University

2015 - 2017

Faculty of Science (FSC)

2013 -2015

LANGUAGE:

English	Proficient
URDU / HINDI	Proficient
Punjabi	Proficient
Saraiki	Native
Arabic	Initial

EXPERIENCE:

Al Razouki International Exchange

Junior Officer

[10/08/2022 – 31/04/2023]

- Customer Service Excellence: Provide exceptional service to customers with a focus on their needs and satisfaction, ensuring a positive experience.
- Effective Communication: Engage in friendly and polite conversations, actively listen to customer inquiries, and respond promptly with accurate information.
- Transaction Processing: Handle business transactions and settlements, including remittances, by verifying customer details, collecting necessary documentation.
- Compliance and Risk Management: Adhere to Anti-Money Laundering (AML) requirements, verifying identification documents, and following proper protocols to mitigate risks.
- Cash Handling: Verify currency authenticity using cash counting machines, issue official transaction receipts, and ensure accurate processing of cheques and account transfers.
- Documentation and Record Keeping: Maintain comprehensive and organized customer profiles, accurately recording transaction details, and ensuring compliance with company policies.
- Timely Information Provision: Provide customers with estimated timelines for transaction effects, communicate any delays, and manage customer expectations effectively.

PEL [Pak Electron Limited]
Assistant Storekeeper
[21/04/2021 – 20/05/2022]

- Responsible for overseeing a wide variety of warehouse.
- Receiving incoming material and routing to appropriate area or personnel.
- Filling work orders from production, packaging assemblies and receiving into finished goods.
- Measuring and reporting the effectiveness of the department activities.
- Developing and maintaining departmental work instructions for all tasks.
- Establishing or updating work procedures to meet warehouse demands as dictated by production schedules.
- Interpreting company policies to workers and enforcing safety regulations.
- Recommending measures to improve quality of service of department and equipment performance.
- Receiving incoming material and routing to appropriate area or personnel.
- Filling work orders from production, packaging assemblies and receiving into finished goods.
- Measuring and reporting the effectiveness of the department activities.

SLM [School of Law & Management]
Assistant Accountant
[18/12/2017 – 15/04/2021]

- Data entry and processing
- Record transactions in accounting software or ledgers
- Prepare budget and report drafts
- Assist with internal and external audits
- Supervise daily operations within the scope of accounts receivable and accounts payable
- Authorize and oversee the processing of pre-requisition order within set standards
- Collaborate with accounts and finance manager to ensure smooth running of an organization's accounts.
- Offer administrative support to accountants
- Perform minor accounting tasks
- Have a variety of clerical duties such as filing documents, bookkeeping, etc.