

ALA UD DIN

CUSTOMER SERVICE OFFICER/DOCUMENT CONTROLLER

Customer Service Officer with document controller and relationship building experience. Convert's diverse customer base with tailored product recommendations. Offer lead generation and sales tracking experience.

EDUCATION:



2008-2010

B. TECH (CIVIL) ENGINEERING

PRESTON UNIVERSTY - PAKISTAN

SKILLS:

- Well-equipped with quality leadership and motivational skills.
- Can perform multi tasks and willing to work long hours to ensure on-time schedule of work.
- Eager to learn and willing to undergo training to enhance my ability.
- Knowledgeable in computers and proficient in MS Office applications (MS Word, MS Excel, PowerPoint) Internet applications.
- Be through and pay attention to details.
- Administration skills.
- The ability to find, understand or enter information in different types of documents.
- Customer Service.
- Accounting systems & software.
- Good Telephone etiquette.
- Multi-tasking.



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Dubai United Arab Emirates

Gender – MALE

NATIONALITY- PAKISTAN

Passport No: CP7796833

Passport ISSUE: 11 AUG 2022

PASSPORT EXPIRY: 09 AUG 2032

LANGUAGES:

- ❖ ENGLISH
- ❖ HINDI
- ❖ URDU
- ❖ PUNJABI

AWARDS:

Employee of the Month

EXPERIENCE:



JUL,2021/PRESENT

EMIRATES INDIA INTERNATIONAL EXCHANGE

Customer Service Officer / HEAD CASHIER – DUBAI

- Responsible on processing remittances for customers such as Express Products and Bank Products.
- Accepting cash for Remittances, Foreign currency exchange and Credit Card Payments.
- Handled cross selling and up-selling of Foreign Currency.
- Handled marketing of finance products such as Express Products, Bank Products, Western Union and WPS Payroll and Prepares daily Bank deposit.
- Balancing of cash at the end of the day and preparing the necessary reports. In case of cash Shortage/Excess.
- Ensure genuineness of currency notes being exchanged.
- Answers all queries and FAQ with clients.
- Deal with Customer complaints and take necessary action.
- Responsible for preparing reports, reconciliations, and other clerical main work.



AUG,2018-JUN,2021

REEM CAPITAL CONTRACTING LLC

Document controller- DUBAI

- With excellent organizational skills; capable of handling multi-tasking job; can work with minimum supervision.
- Self-motivated, well organized, flexible, detail oriented and with healthy personality.
- Ensuring that all documents processed and uploaded are done consistently.
- Set up, copy scan and documents
- Create templates.
- File documents in physical and digital records and ensure appropriate storage.
- Review and maintain the accuracy of the records, editing where necessary to ensure they are up to date.



ANWA TOWER BY OMNIYAT

MARITIME CITY -DUBAI

Proper filling and retrieval of documents

- Schedules Meetings / Appointments of the Manager.
- Manage the office and answer calls.
- Preparing and Maintaining Daily Progress Report, Monthly Progress Report, Correspondence to suppliers, subcontractor and consultant.
- Responsible in updating Inspection Request, Material Inspection Request and distribution.

TRAININGS ATTENDED:

- FOREIGN CURRENCY COUNTERFEIT TRAINING
- FRAUD PREVENTION TRAINING.
- AML AND SECURITY TRAINING.

I certify that the information given is true and complete to the best of my knowledge.

Thanks and regards

ALA UD DIN