



Muhammad Shahzeb

Foreign Exchange Teller/ Customer Service Representative

Education: M.Phil International Development Studies

Experience: 8+ Year

Contact:

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SHARJAH-UAE

Career Summary:

To get associated with a Progressive Multinational which provides the opportunity to apply all my skills, knowledge, intellect and technical capabilities with utmost dedication and to involve myself as a part of team that dynamically works together towards the growth of the organization sharing all my field experience.

Career Timeline:



Professional Experience:

Teller/Customer Service

Organization: AL ANSARI EXCHANGE
Project Location: SHARJAH
Period: 2020 to 2023



Duties & Responsibilities:

- Handling cash
- Conducting Corporate Transactions
- Provides excellent and error free services to customers
- Resolving customer complaints independently
- Attending all telephonic calls and give information as required by customer
- Promoting and cross selling products.
- Acted as a liaison between customers and management, providing timely feedback and updates
- Developed and executed a customer loyalty program that increased customer retention by 30%
- Handled customer inquiries and complaints in a professional and timely manner, resulting in a 80% increase in customer satisfaction scores

- Developed and implemented promotional campaigns to increase customer engagement
- Completed transactions accurately and efficiently, resulting in a 100% accuracy rate
- Cross-sold exchange products and services, resulting in a 20% increase in product sales
- Maintained up-to-date knowledge of KYC regulations and best practices
- Conducted reviews of customer profiles and transactions to ensure compliance with AML regulation
- Consistently Achieved Sales target set by the branch.
- WPS account opening for companies (salary deposits cash and cheque and salary withdrawals)
- Respecting and complying with AML (Anti money laundering) rules, policy and procedures of the company at all times.
- Collecting supporting docs for the transactions and arranging them for file keeping,

Customer Service officer/Teller (Sales and Services)

Organization: UAE Exchange
Project Location: Abu Dhabi
Period : 2018 to 2020



Duties & Responsibilities:

- Executing customer transactions regarding cash, money orders and money exchange
- Responding to all customer inquiries regarding their transactions and account history.
- Proficient in engaging more than 60 currencies.
- Maintaining balancing record with 100% rate of accuracy.
- Exceeding monthly sales goal.
- Monitored customer accounts for unusual activities or transactions that could indicate fraud or money laundering
- Balanced tills with a 0.1 % error rate
- Provided excellent customer service and resolved customer issues, resulting in a 5-star rating on customer satisfaction surveys
- Effectively Cross selling/Up selling of different products to customer
- Recording amounts received and preparing reports of transactions.
- Processing exchange and foreign currency.
- Maintaining friendly and professional customer interactions.
- Training new employees regarding money exchange procedures and cash drawer handling

ASSOCIATIVE SALES EXECUTIVE (CSR)

Organization : Chatoutsourcing
Project Location : Islamabad
Period : 2017 - 2018



Duties & Responsibilities:

- Managed a team of 14 customer service representatives, providing guidance, coaching, and training to ensure exceptional service delivery
- Shift supervisor & upheld master files
- Oversaw day-to-day operations of the Customer Care department, efficiently handling inquiries, resolving issues, and maintaining high customer satisfaction levels.
- CRM handling
- Created a customer service dashboard that provided real-time customer service metrics
- Collaborated with other departments to ensure customer satisfaction

- Collaborated with cross-functional teams to resolve customer issues, resulting in a 30% reduction in customer escalations
- Conducted regular team meetings, performance evaluations, and training sessions to enhance team members' skills and knowledge
- Developed and implemented customer service standards that improved customer satisfaction by 80%

Customer Service Representative (Sales)

Organization : GLOBOSOFT Technology
Project Location: Islamabad
Period : 2015 - 2017



Duties & Responsibilities:

- Data Entry & CRM handling
- Used customer relationship management (CRM) systems to accurately track and manage customer data
- Conducted cold calls and prospecting efforts, resulting in a 25% expansion of the client base within the first year.
- Maintained monthly reports.
- Exceeded monthly sales targets by an average of 20%, resulting in consistent revenue growth.
- Provided service information and resolved emergency problems
- Administered high-volume of customer inquiries in a professional and timely manner, resulting in a 90% increase in customer satisfaction ratings
- Generate sales leads via call and email handle product recalls
- Handled escalated customer complaints, ensuring prompt and effective resolution, which led to a 40% reduction in escalations

Educational Qualification:

M.Phil in International Development Studies

Iqra University Islamabad, Pakistan

Year: 2015-2017

Bachelor of Science, Development Studies

Iqra University Islamabad, Pakistan

Year: 2011-2015

HSSC, Pre-Engineering

Federal Government College Jhelum, Pakistan

Achievements:

- Awarded a place on DEAN'S HONORS LIST in recognition of excellent academic achievement for the fall 2011 semester
- Attended the Certified workshop held by CDA on Global Warming.
- Interview was published in UK-aid prospectus on SDG's
- Intra University Badminton Doubles Champion in 2013/14.
- Intra University Badminton Singles Semi-finalist in 2013/14

Generic Skills:

- Cash Handling expertise
- 2 year experience of Customer Support Management
- Savvy Relationship builder
- CRM systems
- Strong banking concept
- Goal Oriented
- Excellent time management
- Excellent Interpersonal skills
- Excellent Telephone etiquettes
- Multitasking
- AML/KYC/EDD
- Customer Service skills
- Strong negotiation skills
- Strong organization skills
- Excellent Communication skills
- Dispute resolution and Negotiation initiator
- Tendency to work under pressure
- Technology Proficiency
- Team Leadership and Supervision
- Problem Solving and Decision Making
- Professional consciousness

Personal Information:

Date of Birth: 30/12/1991

Nationality: Pakistani

Linguistic: English, Urdu & Basic knowledge of Arabic

UAE DRIVING LISENCE HOLDER