



## Sohail Iqbal

### Customer Service Representative

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Flat No 704 Najda Street Abu Dhabi, UAE

## Digital Skills

Microsoft Office ★★★★★

Sales ★★★★★

Customer Support ★★★★★

## Language Skills

English ★★★★★

Urdu ★★★★★

Punjabi ★★★★★

Pashto ★★☆☆☆

## More Info

**Date of Birth:** 1989-12-07

**Nationality:** Pakistani

## Hobbies

Reading

Yoga

Writing

## About Me



I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

## Experience

Aug 2022 - Ongoing

### RELATIONSHIP OFFICER

ABU DHABI COMMERCIAL BANK (Mabeaat)

- Promote the sales of business loans in the allocated markets.
- To achieve sales targets agreed with the sales manager.
- To provide mis & competitor feedback on a weekly basis.
- Managing achievements of sales objectives by setting sales targets
- Following up on the approval process and escalating delays, if any.
- Ensuring full awareness of product knowledge and demonstrating product features to customers.
- Maintaining good relationships with all the business entities/individuals where the business is sourced.

Mar 2019 - Aug 2022

### OPERATION OFFICER

DUBAI ISLAMIC BANK

- Receiving & Payments of cash
- Cheque Book & ATM issuance
- Posting of clearing & remittance
- Be fully conversant with the Anti-Money Laundering & Know Your Customer policy
- Deliver Cheque Book & Debit Card to customer after verification
- Assist with audit team in different issues & audit rectifications
- Maintaining ATM machine and daily replenishment & reconciliation
- Processing of transfers cheques
- Removing accounts for dormancy in compliance with branch procedures
- Opening and closing of accounts on customer request
- Dealing in foreign currencies
- Payout home remittances (Western Union, Express Money, Ria)

Nov 2015 - Mar 2019

### CASHIER

## SUMMIT BANK

- Perform cash withdrawal processing
- Accept cheques and cash for deposit and also insured for accuracy of the deposit slip
- Balance the cheques, cash and currencies at the day end
- Receiving and verifying loan payments, utility bills payments and mortgage payments
- Dealing in foreign currencies
- Generating receipts for customer transactions

## Education

Jul 2013

### Bachelor Of Commerce

University Of Karachi

Jul 2009

### HSSC

Saleem Nawaz Fazia College Masroor

Sep 2006

### SSC

Saleem Nawaz Fazia School Masroor

## Certification

### Certification In Information Technology

Academy Of Business Computers

## Soft Skills

Communication



Problem-solving



Attention to detail



Teamwork



Time management

