







## Contact


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Shajrah 


## Education


**Bachelor Of Commerce 2003**  
*Punjab College Lahore*


## Key Skills


Microsoft Office  


Foreign Currency  


Customer Service  


Typing speed of 70 WPM  


Problem solving  


Team leadership  


## Hobbies

Reading, Cricket, Snooker, Swimming

## Profile

My ultimate goals are to work in a competitive and challenging environment where excellent customer service and cash handling skills can be utilized to develop the company's efficiency. I can contribute the best of my ability towards the growth and development of the institution and to pursue a rewarding career.

## Professional Experience

**Foreign Currency Cashier** 31-Jan 2016  
Lulu International Exchange (UAE) -Till Date

- Communicated effectively with customer's managers and co-workers through email phone and traditional postal main.
- Responded to customer inquiries to provide information on bank accounts policies products and services.
- Reviewed and analyzed transactions to verify proper processing according to established quality standards.
- Developed outreach program to attract new small business clients, increasing number of small business customers.
- Processed money transfers deposits and withdrawals.
- Presented new and additional products and services to existing customers
- Prepare and verify daily Reports.
- Constant update of oneself to Anti-Money Laundering rules policy and producers of Central Bank UAE and the company wherever applicable.

**SUPERVISOR** Feb 2006  
Kamera Kraft Data Card Network - AUG 2014

- 9 Years of Card Personalization Equipment Experience (MagiCard Printer and laser engraver (Copal) Data Card, etc.)
- Technical Support, Trouble Shooting, Maintenance and improvement of machinery, (Smart Card, ID Card Printer, Re-Transfer Printer, Laser Engraver etc.).
- Responsible for day-to-day card printing production & technical support to customers.
- Present and sell company products and services to current and new potential clients.
- Responsible for stock from backend to end-user.
- Work proactively with vendors to ensure continuous improvement and optimal production solutions for new and existing marketing materials and concepts.
- Organize workflow according to workload to complete assigned jobs.
- Recorded, transcribed, and distributed minutes of meetings.

