

Daniyal Nasir

Customer Service & Cashier

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Location: Dubai, UAE
Visa Valid: 06-Dec-2023



CAREER OBJECTIVE

Dedicated professional with 5 years of experience in customer service, cash handling, administrative support, accounts assistance, and data entry within the logistics, education and entertainment Sector. Certified in Retail Sales Operations and Bookkeeping Basics. Seeking opportunities to leverage my expertise, enhance organizational efficiency, and contribute to the success of a forward-thinking team in a challenging and rewarding role.

CAREER SKILLS

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| <ul style="list-style-type: none">• Communication• Attention to Detail• Problem solving• Customer Service• Organizational skills• Team Work• Adaptability• Decision Making | <ul style="list-style-type: none">• Time Management• Accountability• Punctuality• Multi-tasking• Customer Centric• Filing & Record Management• Delegation• Strategic Thinking | <ul style="list-style-type: none">• Accounting Knowledge• Cash Handling• Financial Literacy• Empathy• AML Compliance• Conflict Management• Front-end Operations• Microsoft |
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PROFESSIONAL WORK EXPERIENCE

Athar & Co Karachi, Pakistan. Cash Handling & Customer Representative	Sep 2022 – Sep 2023
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Athar & Co. is the renowned Clearing & Forwarding agency in Karachi dealing in all aspect of custom clearance

Responsibilities:

- Managed cash withdrawal demands, ensuring a smooth flow of funds to meet operational needs, resulting in a 20% reduction in delays.
- Disbursed an average of 300K PKR in petty cash funds, recorded petty cash expenses, and documented employees’ claims.
- Maintained accurate records of cash, checks, and payment orders, enhancing financial transparency and audits.
- Established and managed individual ledgers for import and export officers, guaranteeing compliance and reducing financial discrepancies.
- Maintained a comprehensive expense and payment record, streamlining financial operations and facilitating budgeting.
- Monitored and maintained service quality standards, achieving a customer satisfaction rating 95%.
- Implemented customer service policies and procedures and improve efficiency, resulting 70%reduction in response time.
- Conducted bank book management and reconciliation for 5 distinct bank accounts, promptly identifying and resolving discrepancies.
- Analyzed customer feedback and conducted surveys to identify areas for improvement.
- Executed bank deposits, including the receipt of checks, customer payments, utility bills, and tax payment vouchers.
- Provide comprehensive support to accounts and admin department, contributing efficient operation of both departments.
- Assist with accounts payable and accounts receivable processes, including invoice processing, vendor payments, and customer collections.

Achievements:

- Successfully kept and handled accurate record cash exceeding 400 million PKR.
- Introduced office automation and efficiency resulting saving 4 hours of manual work

Responsibilities:

- Provided counseling services to students and facilitated admissions, ensuring a smooth registration process at the institute, increasing student enrolment.
- Coordinated schedules with instructors and management to initiate and complete new batches, ensuring timely course completion, resulting improvement in course delivery efficiency.
- Skilled in facilities management, including equipment maintenance and cleanliness, fostering a pleasant and satisfactory environment, increase in overall campus satisfaction.
- Implemented a weekly feedback system, allowing customers to voice concerns and provide suggestions for improvement
- Managed financial records, including administrative, operational, and wage expenses, while generating monthly revenue and expense reports, resulting reduction in unnecessary expenditures.
- Responded all incoming calls and emails, handling social media queries on platforms such as Facebook, Instagram, and WordPress, improving customer satisfaction
- Efficiently organize and schedule meetings, appointments and webinars, ensuring that all participants are well-informed and that events run smoothly.
- Collaborated with cross-functional teams to resolve complex customer issues and ensure timely resolution
- Maintained accurate inventory records of stationary and learning materials, ensuring that supplies are consistently available when needed.

Achievements:

- Successfully counseled 50 students and secure 100+ admissions.
- Increased overall efficiency by 20% and decrease unnecessary expenses by 40%.

Sindbad Wonderland Pvt. Ltd. | Karachi, Pakistan.
Customer Service Representative

Aug 2019 – Oct 2021

Responsibilities:

- Delivered exceptional customer service to customers, offering greetings, answering inquiries, and informing them about promotions and pricing, resulting in increase in customer retention.
- Accurately processed cash and credit card transactions using the POS system, securing cash drawers, and conducting end-of-shift reconciliations.
- Assisted in crowd management during peak hours, ensuring smooth operations and visitor safety, resulting reduction in wait times.
- Conducted weekly and monthly physical inventory counts, reducing inventory shrinkage.
- Loss prevention strategies and problem-solving, consistently delivering effective solutions and enhance operational efficiency

Achievements:

- Achieved appreciation certificate for Responsible Work Habits
- Provided customer service to 1000+ customers and handled cash counter errorless

ACADEMIC EDUCATION

Bachelors of Commerce	University of Karachi (in process)	2023
Intermediate	Board of Intermediate Education, Karachi	2013

CERTIFICATION

- **Retail Sales Operations** (Product Knowledge, Stocking operation, Indoor sales, Cash counter, health and safety)
- **Bookkeeping Basics** (Journal entries, Trial balance, Accounts payable and receivable, Cash management)