

# FAHEEM ABDUL SHAKOOR



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## RESUME

### Description

#### Executive Summary:

### Detail Information

Customer Service – Junior Cashier and Customer Service Representative with over Eleven years' experience in Exchange and Financial sector in UAE & PAKISTAN. I have excellent communication and presentation skills and computer knowledge. Coordination with Senior Management for Strategies, problem Solutions and Target Oriented professional.

#### Career Objective:

- ❖ Grow to a Successful Officer.
- ❖ Grow to an Effective and Efficient Executive of organization.
- ❖ To use my skills, put efforts and struggle for better Revenues & Profits of my organization.
- ❖ To apply my management, administration and marketing skills in my job.

#### Strengths:

##### ❖ Job Profile Expertise

- ✓ Compliance Experience
- ✓ Branch Junior Cashier and Customer Service Officer
- ✓ WPS Experience (WPS under Labor Law and Central Bank UAE)

##### ❖ Professional Skills

- ✓ Cash handling experience
- ✓ Comprising with Excellent verbal, written communication and presentation skills
- ✓ Achieve my job targets efficiently and effectively, by completing the assigned tasks.
- ✓ Goal oriented, diligent, hardworking, quick learner and co-operative
- ✓ Articulate and intelligent, have capacity to work independently or a team.
- ✓ Can easily adapt to new technology, able to follow, learn and implement.
- ✓ Confident and self-motivated to take up new challenging tasks.

##### ❖ Computer & IT Skills

- ✓ Knowledge and worked on WPS & Remittance software
- ✓ Knowledge & Experience of Microsoft Word, Excel and Power Point.

##### ❖ Languages

- ✓ English (Professional Language)
- ✓ Urdu (National Language)
- ✓ Arabic (Professional Language)

### EDUCATION:

**Intermediate in commerce and Business from Educators College (S.M College of Arts and Commerce), Karachi Pakistan**

### Professional Training:

#### INDEX EXCHANGE LLC, UAE

- ✓ Compliance & Due Diligence training from Chief Compliance Manager, AL Hail Holding Group, Dubai

### Job Profile Summary:

Summary of 16 years in UAE & PAKISTAN as following.

YEARS, MONTHS	DESIGNATION	COMPANY	COUNTRY
Dec 2020 to till date	Cashier Cum Clerk	FAIRDEAL TEXTILE PVT LTD	PAKISTAN
+11 Years	Cashier and Customer Service Officer	INDEX EXCHANGE L.L.C (Formerly HABIB EXCHANGE CO LLC)	U.A.E
+ 5 Years	Cashier cum Clerk	Galaxy Exchange Co, Karachi Pakistan	PAKISTAN

Professional Experience:

Customer Service Junior Officer  
+11 Year  
(April 2009 to Current Date)  
INDEX Exchange L.L.C  
Formerly  
(Habib Exchange Co. L.L.C)  
Deira , Dubai, UAE

Customer Service Representative  
1 Year & 6 months  
(18 Dec 2013 - 31 May 2015)

Hobbies & Personal Interests:

Personal Information:

Reference:

Job Description:

- ❖ Deal in foreign currencies
- ❖ Demand draft and telex handling
- ❖ Remittance Processing of PAKISTAN, INDIA, BANGLADESH Corridor.
- ❖ Western Union & RIA
- ❖ KYC Preparation for PAKISTAN Remittance.
- ❖ Working knowledge of Ministry of Labor, UAE rules and regulations regarding WPS.
- ❖ Salary Deposit, SIF file generation process up to daily end final report to central office.
- ❖ Supervising and coordinating central office WPS Payroll division
- ❖ Processing WPS salaries for more than 10,000 employees on monthly basis.
- ❖ Update for new ATM cards for employee of registered companies.
- ❖ Daily update WPS cash, ATM and Bank Accounts Salaries payments to CBUAE system

Job Description:

- ❖ Develop and maintain the related portfolio.
- ❖ Develop new strategies and do market survey to achieve high level of service for the client’s satisfaction, and business improvement.
- ❖ Attend to client’s requests, resolve issues or complaints raised by clients frequently
- ❖ A thorough analysis of situations to determine best resolution.

- ❖ Internet surfing
- ❖ Football
- ❖ Interest in New technologies

Date of Birth	June 12, 1983
Religion	Islam
Nationality	Pakistan
Marital Status	Married
Driving License	Yes

Reference will be available on request.