

# Asher Maqsood

## Counter Service Officer

Customer Service representative with more than three years of experience in the areas of Customer Service as well as cashier with a good understanding of the customer satisfaction in banking sector is seeking to obtain a stable career with a well established company that will allow me to further advance my knowledge and skills.



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## EDUCATION

### BSC

Bahaudin Zikriya University Multan

01/2017 - 12/2019

Multan, Pakistan

#### Courses

- Sciences

## SKILLS

Customer Service

Cashier

MS Word

Client Dealing

Product Knowledge

Interpersonal communication

## WORK EXPERIENCE

### Counter Service Officer

Bank Alfalah

03/2023 - 11/2023

Lahore, Pakistan

#### Achievements/Tasks

- Accept cash or Money orders deposited by the customers.
- Answer customer enquires Open and Close Accounts.
- Identify customer needs and refer customer to appropriate banking services.
- Conduct foreign currency transaction for overseas travelers provide change and cash cheques.
- Balance Cash.

### Branch Service Officer

Faysal Bank islami

02/2022 - 03/2023

Lahore, Pakistan

#### Achievements/Tasks

- Assist staff with banking operations, data collection.
- Maintain proper records of reports and vouchers related to Banking operations.
- Ensure security and stationary ary and other as per record management.
- Attend incoming calls for Banking service.

### Cashier

Paragon Money Exchange

01/2020 - 02/2022

Lahore, Pakistan

#### Achievements/Tasks

- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Open / close branches as required and ensure all tasks and checks are completed.
- Provide support and information to customers, over the counter and by phone.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

## VISA STATUS

Visit visa