

Khitab Afridi

Cash Customer Services & Administrative Secretary

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SUMMARY:

Dedicated and experienced professional seeking a challenging role in a dynamic organization where I can utilize my skills and knowledge in finance and administration. Having a strong background in cash handling, customer service, and administrative tasks. Proven track record of efficiently managing financial transactions, ensuring precision, and delivering outstanding service. Experienced in both banking and local government roles, with a commitment to excellence and community engagement.

PROFESSIONAL EXPERIENCE

1. PORTER

2023 – Continues

TRANSGUARD GROUP UAE, DANATA DUBAI AIRPORT

- Seamless and positive experience for passengers within the bustling airport environment.
- Careful handling of luggage, loading and unloading onto carts or trolleys.
- Upholding high standards of customer service, collaborating with airport and airline staff.
- Contribute to the secure transfer of luggage and adhere to safety and security protocols.
- Physically fit and adaptable, I navigate the dynamic airport setting with multitasking proficiency.
- Enhance the passenger experience through a commitment to efficiency, safety, and exceptional service.

2. Village Administrative Secretary

2021 - 2023

Local Government Khyber Pakhtunkhwa

- Serve as the primary point of contact for residents, addressing inquiries and concerns promptly.
- Efficiently manage the issuance of certificates, including birth, death, marriage, and divorce.
- Disseminate information about public services, government projects, and community initiatives.
- Resolve resident complaints in a fair and timely manner, escalating complex issues when necessary.
- Actively engage in community outreach programs, facilitating public meetings and gathering.
- Maintain accurate records of issued certificates, complaints, and community interactions.
- Streamline customer service processes to enhance efficiency, collaborating with internal teams to optimize service delivery.

3. Cash Customer Services

2016 - 2021

HABIB BANK LIMITED PESHAWAR PAKISTAN

- Provide exceptional customer service for transactions, inquiries and Counter Services.
- Data entry of all the daily activities in the system and rechecking and balancing of all the transaction.
- Accurate and efficient processing of transactions, including deposits, withdrawals, and fund transfers.
- Ensure strict adherence to Government compliance and security protocols.
- Manage ATM operations, ensuring functionality and timely replenishment.
- Identify and resolve customer issues related to Credit, Debit and ATM transactions.
- Encourage digital banking, promoting ATM and electronic services.
- Collaborate with team to streamline sales and marketing of the bank products.

EDUCATION

• Bachelor of Science

2011 - 2013

Subject: Mathematics and Physics

Institute: University of Peshawar, Pakistan

• Intermediate

2009 – 2011

Subject: Pre Engineering

Institute: PEF Post Graduate College Peshawar, Pakistan

• Metric

2007 - 2009

Subject: Science

Institute: The Nation Public High School Jamrud, Pakistan

SKILLS

- Cash Handling & Management
- Customer Services
- ATM Operation & Maintenance
- Data Entry & Accuracy
- Regulatory Compliance
- Team Collaboration
- Administrative Task
- Documentation & Record keeping
- Community engagement & Liaison
- Problem Solving & conflict Resolution

