

# YASEEN YUSUF

## CUSTOMER SERVICES OFFICER

### SUMMARY

To Secure a responsible career opportunity, Where I can fully utilize my training, experience, highly rated Customer Service Skills, while making a significant contribution to the success of my employer.

### EXPERIENCE

#### Customer Service Officer

2018 -10 to till dare

##### *Al Fardan Exchange- Branch Operations.*

- Handling Inward & Outward Remittances
- Cash Handling
- Focusing on achieving Customer acquisitions, retention.
- Address Customer Queries and complaints and refer to appropriate internal resources for resolution to achieve customer Satisfaction.
- Updating daily registers, data entry in computer.
- Cross Selling of third-party products.

#### Teller

2010 – 05 to 2018 - 10

##### *Al Fardan Exchange- WPS*

- Visiting Designated Labor Camps for salary disbursement using POS.
- Labor Camps Remittances
- Maintaining Monitory fund security
- Printing WPS Cards and updating customers details
- Learned new skills and applied to daily tasks to improve efficiency and productivity.

### • EDUCATION AND TRAINING

#### • Bachelor of Commerce: Finance

*Mumbai University - 1993-06 to 1998 – 04*

### HIGH SCHOOL

*The Rising High School, Dapoli - 1990 to 1993*



### CONTACT

**Address:** Dubai, United Arab Emirates

**Phone:** +971 556749795

**Email:** [Yaseen.yusuf12@gmail.com](mailto:Yaseen.yusuf12@gmail.com)

### SKILLS

- Customer Service
- Cash Handling
- Team Player
- Cross Selling
- Handling Customer Queries

### SOFTWARE

- Microsoft office
- Microsoft Outlook

### LANGUAGES

English

Urdu

Hindi

Marati

Arabic