



M. Tamoor Jan

(Customer Service Representative - Cashier)

CONTACT

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Dar al Salam Building,
Deira Dubai, UAE

Cancelled Visa

EDUCATION

B.SC

Islamia University Bahawalpur
2017 - 2019

I.CS

The Punjab College of Commerce
& Computer Sciences
2016 - 2017

DCA

Diploma in Computer Application
PSDCL -Punjab Skills - Lahore
2017

EXPERTISE

- Exceptional customer service
- Problem-Solving Skills
- Cash Handling
- Effective communication and interpersonal skills
- MS Office, PowerPoint, Excel & Email Management
- Quick Learner

SUMMARY

Customer-centric professional with expertise in retail and commercial service delivery, optimizing profit margins, and ensuring efficient operations. Proven track record in reducing wait times and achieving operational excellence. Experienced Cashier/Teller with 2+ years of hands-on experience, adept at handling large volumes of cash. Proficient in basic computer applications, possessing strong interpersonal, communication, and quantitative skills.

WORK EXPERIENCE

Customer Service Representative

Feb 2023 - Dec 2023

Najm Bilal I.T Network Services Co. | Dubai,UAE.

- Skillfully communicated with customers, addressing inquiries and complaints with a customer-centric focus.
- Proficiently executed cash transactions, maintaining accuracy and adherence to company policies.
- Demonstrated meticulous attention to detail in verifying customer information during transactions and accurately documenting interactions.
- Applied problem-solving skills to promptly address customer issues, ensuring satisfaction and adapting to challenging situations.
- Efficiently managed multitasking, handling customer interactions, processing transactions, and prioritizing workload to meet deadlines.

Customer Service Representative

May 2022 - Jan 2023

Amazon Warehouse I Dubai, UAE.

- Achieved a consistently high customer satisfaction rating of over 95% through effective problem resolution and empathetic communication.
- Reduced average handling time for customer inquiries by 20%, demonstrating strong multitasking and problem-solving abilities.
- Collaborated with various departments, such as logistics and tech support, to streamline processes, resulting in a 15% improvement in order fulfillment and issue resolution.
- Implemented a proactive customer outreach program, leading to a 10% reduction in product-related issues and improved overall customer experience.
- Provided exceptional service to a diverse customer base by effectively communicating in multiple languages, contributing to increased customer engagement and loyalty.

Cashier cum (POS) Operator

Nov 2020 - Apr 2022

Tolou al Qamar Documents Clearing Services I Dubai, UAE.

- Processed daily transactions with precision, ensuring meticulous cash handling and POS operations.
- Provided exceptional service, addressing inquiries and ensuring a positive customer experience.
- Experience in exploring and implementing strategies to increase customer base, Implemented robust cash handling procedures, ensuring financial security.
- Processed cash and card transactions swiftly using the POS system for a smooth customer checkout process.
- Successful in converting walk-in customers into loyal IntroCard holders.
- Sound knowledge of cash handling procedures and policies to ensure accurate balancing of till.