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Dubai, United Arab Emirates

EDUCATION

Bachelor's in Business
Administration
COMSATS University
Islamabad, July 2019

Intermediate - Science
Jinnah College of Commerce,
July 2015

SKILLS

- MS Office
- Adaptability
- Fraud detection
- Customer Service
- Account Updating
- Customer Support
- Complaint Resolution
- Account Management
- Time Management Skills
- Teamwork and Collaboration
- Cash Handling and Management
- Document and Records Management

LANGUAGES

English

Urdu

MUHAMMAD WALEED

PROFESSIONAL SUMMARY

Committed and hardworking customer service officer with experience processing transactions and assisting customers. Dedicated to resolving issues, answering customer questions and ringing up customers. Creative problem-solver versed in customer service.

WORK HISTORY

October 2021 - December 2023

Bank Alfalah Limited - Customer Service Officer, Rawalpindi - Pakistan

- Updated account information to maintain customer records.
- Received cash, cheques and utility payments, sending funds to correct accounts.
- Cross-sold credit cards, loans and other bank products.
- Educated customers on online banking and mobile banking applications.
- Communicated with clients regarding account services, statements, and balances.
- Enhanced customer satisfaction by efficiently addressing and resolving their inquiries and concerns.
- Assisted in reducing discrepancies by accurately recording cash transactions and preparing daily reports.
- Managed account opening procedures for new customers, maintaining strict compliance with regulatory requirements.
- Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team operations.

November 2020 - September 2021

Bank Alfalah Limited - Cash Sorter, Rawalpindi - Pakistan

- Learned activities on providing effective Customer Service.
- Enhanced sorting efficiency by implementing innovative techniques and strategies.
- Streamlined workflow for improved productivity and time management in sorting tasks.
- Reduced errors in the sorting process by conducting thorough quality checks and maintaining accuracy.
- Collaborated with team members to identify and address areas needing improvement in the sorting process.

October 2019 - December 2019

Sea Prince Logistics L.L.C. - Operations Officer Internee, JAFZA - U.A.E.

- Handled documentation and generate reports.
- Arranged smooth delivery of Cargo via calls/emails.
- Reported issues to higher management with great detail.
- Reduced operational risks while organizing data to forecast performance trends.