



VISA STATUS:

Employment Visa

📞 971 52 4587387
✉ intikhab.alam98@yahoo.com
📞 intikhab.alam392
📍 Dubai, UAE

COMPUTER & OTHERS SKILLS

- Expert and regular hands-on MS Office applications, Peachtree, Tally ERP, Management Skills etc.
- Software Installations.
- Internet & fully expert in all online portal & website

INTERESTS

- Accounting & Finance
- Office Management
- Administration
- Transportation
- Logistics Coordinator
- Manufacturing Industries
- Customer Facilitation
- Oil & Gas
- Banking & Finance

LANGUAGES

English	<div><div></div></div>
Urdu (Native)	<div><div></div></div>
Arabic	<div><div></div></div>
Pashto (Native)	<div><div></div></div>
Hindi	<div><div></div></div>

INTIKHAB ALAM

Professional in Cashier & Customer Service

CAREER OBJECTIVE

To be employed in a job that will utilize my knowledge and skills so that I may contribute in my own humble way of realizing the goals of the company and that it will reciprocate me the opportunity to develop my inherent talent for future growth.

EXPERIENCE:

Al Badiya General Transport LLC Dubai, UAE.

. Designation: Cashier & Customer Care (Aug, 2014 to Nov, 2023)

Ministry of Finance Islamabad

. Designation: Budget Officer (Dec, 2013 to May, 2014)

Utman Ghee Mills (Pvt) Ltd.

. Designation: Supply Chain/Procurement (Feb, 2011 to Dec, 2011)

Al-Badar Manufacturing (Pvt) Ltd.

. Designation: Office Supervisor (July, 2009 to July, 2010)

RESPONSIBILITIES AS CASHIER AND CUSTOMER CARE:

- Accurately process customer transactions, including cash, credit/debit cards, and other payment methods.
- Provide customers with receipts and ensure correct change is given.
- Count and balance cash drawer at the beginning and end of the shift and report any discrepancies or shortages to the supervisor.
- Familiarize yourself with the products or services offered by the company.
- Answer customer questions regarding products and assist in locating items.
- Greet customers warmly and provide friendly and efficient service.
- Address customer inquiries and concerns, directing them to appropriate departments if necessary.
- Manage customer queues efficiently during peak hours.
- Ensure a smooth and organized flow of customers at the checkout.
- Adhere to security procedures to prevent theft or fraudulent activities.
- Monitor for suspicious behavior and report any concerns to the security team or management.
- Process returns and exchanges following company policies.
- Provide assistance to customers during the return or exchange process.
- Offer assistance with carrying items or directing customers to additional services if needed.
- Respond to customer inquiries via phone, email, chat, or in-person.
- Provide accurate and timely information about products, services, and policies.
- Address and resolve customer concerns, complaints, or issues effectively.
- Collaborate with other departments to provide comprehensive solutions.
- Stay informed about the company's products, services, and promotions.
- Demonstrate in-depth knowledge to assist customers and offer appropriate recommendations.
- Provide technical support and troubleshooting assistance for products or services.
- Guide customers through problem-solving steps to resolve technical issues.
- Gather and document customer feedback, suggestions, and complaints.
- Share relevant feedback with the appropriate teams for continuous improvement.
- Maintain accurate and detailed records of customer interactions and transactions.
- Document solutions and resolutions for future reference.

EXECUTIVE DIGEST:

- Strong communication skills, Quick learner & with high tolerance.
- Ability to work under pressure & control with positive response.
- Experienced in managing of workers and work site under control.
- Familiar with the relevant industry codes as well as standards.
- Good organizational and management skills.
- Efficient in planning works, managing works and maintaining documents and reports.
- Analyzing financial projections for finance arrangements, reporting daily finance liability to finance manager.

PERSONAL TRAITS

Ability to rapidly learn new concepts

Good problem- solving skill

Capable of communicating technical concepts clearly

Maintaining good relationship with others

Cooperative and keen observer

Ability to cop up with different situations

Ability to work with team

Commitment to the career

EDUCATION

2012-2014

Master of Science (MSc Accounting and Finance).
University of Lahore (Islamabad Campus) Pakistan
CGPA: 3.02

2010-2011

Bachelor of Commerce (B.Com)
University of Peshawar, Pakistan
SCORE: 86%

2008-2009

Diploma in Commerce (D.Com)
Technical board of Peshawar, Pakistan
SCORE: 85%

CERTIFICATIONS

- ❖ DIT (Diploma in Information & Technology)
- ❖ Tally ERP
- ❖ Peachtree. Peshawar Technical Board of KPK, Pakistan
- ❖ English Language (British Language Center Islamabad, Pakistan)
- ❖ Scout Patrol (Quid-e-Azam Technical Center Mardan , Pakistan)
- ❖ Microsoft Office (Ms word, Ms, Excel, Ms Power Point, Ms Access)

PERSONAL PROFILE

Father Name	Muhammad Qaseem
Nationality	Pakistani
Religion	Islam, Muslim
Date of Birth	22/03/1991
Marital Status	Married
Sex	Male
Passport Number	CJ1758283

DECLARATION

I hereby declare that all statements are true, complete and correct to the best of my knowledge and belief.

INTIKHAB ALAM