



Waqar Ahmad

About me

highly efficient, innovative and methodical cash handling with extensive experience of supporting customer service department by using strong communication skills. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually. Comfortable working in a fast paced, growth oriented work environment and possessing a proven ability to ensure that brand messages, standards and communications are understood and implemented.

Work experience

JUNE 2021 - Currently

Customs Officer

Al ahalia money exchange bureau UAE, Abu dhabi, United Arab Emirates

Accepts and physically keeps a tally of cash amount while being a single window representative (remittance and forex)

☑ Collects proper and required documents from customers

☑ Remittance to all available corridor

☑ Handles payment of MoneyGram, Transfast, instant cash and EZ Remit

☑ Cross sells various products to customers

Responsible for routine branch operations which include purchase and sale of foreign Currency, money transfer, Bill Payment, Vat Payment and WPS solutions.

☑ Customer Service: Customer Profile, Service Profile, Remittance Query, Stop payment, Handling Complaints, Complaints Tracking and Customer Merging

☑ Acknowledges inward mail received.

Regular going to different camps collection.

JUNE 2015 - JUNE 2021

Security Guard

AL falah safety and security, Abu dhabi, United Arab Emirates

Consistently providing an approachable, helpful and friendly

service to colleagues and clients information resource by being well.

☑ Handling customer excellent way

Greeting with peoples polite

- Senior claims representative
- Identifying the qualified claims.
- Gathering information from customer

CONTACT DETAILS

✉ ahmedwaqar4414@gmail.com

☎ +971529808897

📍 Abu dhabi, United Arab Emirates

Date of birth: 6. 9. 1990

SKILLS

Microsoft Office - Expert



Microsoft Word - Expert



LANGUAGES

English - Proficiency (C2)



Arabic - Proficiency (C2)



DRIVING LICENSE

B

