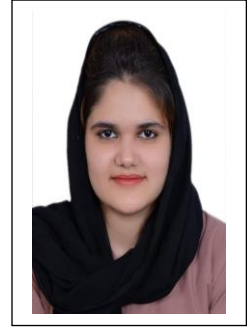


# UMM E HABIBA IQBAL HUSSAIN

Address: Al Naumiya, Ajman (UAE)

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E-Mail ([habibaiqbal504@gmail.com](mailto:habibaiqbal504@gmail.com))



## CAREER OBJECTIVE

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Seeks a challenging position with a professional organization which utilizes my qualification and experience and offers me growth opportunity in a dynamic environment and desire to progress further in the same field and likes to grow with the organization and prove to be an asset for its effective functioning and be a team player for the achievement of organizational goals and its success.

## PROFESSIONAL EXPERIENCE

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1. Working as **CUSTOMER SERVICES OFFICER/CASHIER** in **AL FARDAN EXCHANGE** from Feb 2022 to Date.

### JOB RESPONSIBILITIES

- Responsible for providing counter services regarding sending and receiving remittances, Corporate Remittances, WPS and FC in accordance with compliance, AML and CFT policy.
- Responsible for acquiring new Business from fresh as well as existing customers through cross selling and marketing.
- Responsible for handling customer's complaint and queries and ensuring effective and timely resolution.
- Responsible for handling cash as per company policy
- Responsible for handling Petty Cash as per company policy
- Responsible for achieving given targets
- Responsible for maintaining proper records of all transactions and all documents.
- Responsible for fulfilment of department and company objectives and goals.

2. Working as **CUSTOMER SERVICES OFFICER** in **NESTO HYPERMARKET Ajman Rashdiya** since Mar 2021.

### JOB RESPONSIBILITIES

- Answer customer inquiries via phone, email, and in-person.
- Direct customers to online resources.
- Update customer records in the system, including notes about interactions.
- Pitch ideas for improving customer care.
- Create and maintain reports about customer interactions.
- Respond promptly to customer inquiries. handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information

## QUALIFICATION

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|           |  |
|-----------|--|
| 2016-2020 | Bachelor of Science in Secondary Education.<br>Lahore College for Women University, Lahore (Equal to Cache Level). |
| 2014-2016 | Fsc Pre Medical<br>B.I.S.E Lahore  |

## SKILLS AND ABILITIES

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- Handle different tasks, meet deadlines & making decisions.
- Time Management. Able to meet deadlines in my job.
- Excellent knowledge of MS Word, Excel, Power Point and Outlook.
- Diplomatic, social, & assertive in dealing with people. Can interact with different peoples. Negotiating between peoples to resolve conflicts.
- Belief in team works, and has ability to command and control subordinates.

## PERSONAL PROFILE

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|----------------|-----------------|
| Father Name    | : Iqbal Hussain |
| Date of Birth  | : July 20, 1998 |
| Nationality    | : Pakistani     |
| Marital Status | : Single        |
| Visa Status    | : Employment    |

## LANGUAGES KNOWN

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- ENGLISH, URDU AND PUNJABI : Proficient in Writing, Reading and Speaking
- ARABIC : Proficient in Writing, Reading and Basic in Speaking

## INTERESTS

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Reading Islamic Books, Web browsing, cooking.

## REFERENCES

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- Shall be provided on demand.

