



HAMZA RASHID

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DUBAI UNITED ARAB EMIRATES

SKILLS

- Communicator
- Collaborator
- Decision-making
- Analytical
- Team Leadership

LANGUAGES

Urdu



Bilingual or Proficient (C2)

English



Bilingual or Proficient (C2)

Arabic



Upper intermediate (B2)

Hindi



Advanced (C1)

PROFESSIONAL SUMMARY

- Possess nearly 6 years of experience in Finance, Customer Service roles across diverse industries, including Exchange Services and Educational institution.
- Currently working as a Cashier cum Customer Service Associate at Al Rostamani International Exchange in Dubai, managing currency transactions, customer inquiries, and promoting services
- Achieved success in building rapport with customers, providing excellent customer service, and effectively coordinating with staff to complete tasks at Lulu International Exchange
- Developed and maintained strong relationship with the customers and ensured speedy resolution of clients' queries / grievances / escalations within TAT; conducted a rigorous follow-up with the customers for ensuring satisfaction with the services provided
- Expertise in assessing the customer feedback, evaluating areas of improvements & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- Skilled in identifying & implementing industry best practices, strategies and processes to support the best-in-class service experience
- Proven track record of resolving and reducing customer complaints and meeting customer service level agreements

WORK HISTORY

May 2023 - Current

Senior Cashier, Al Rostamani International Exchange, Dubai

- Enhanced customer satisfaction by efficiently processing transactions and addressing concerns.
- Reduced wait times for customers by streamlining checkout procedures and prioritizing tasks.
- Assisted in training new cashiers, resulting in a more efficient and knowledgeable workforce.
- Maintained accurate cash handling standards, minimizing discrepancies in daily reconciliations.
- Maintaining a positive can-do attitude while being confident, articulate, numerate, and detail-oriented in executing tasks, ensuring accuracy, precision, and effective communication in all work deliverables
- Making outbound calls to inform customers about promotions and offers
- Providing excellent customer service and building rapport with clients
- Assisting customers with their inquiries and concerns
- Managed currencies and filing documents in an organized manner
- Dealing with Foreign Exchange transactions and operations
- Opening WPS for new companies and managing related processes
- Working on corporate registration, remittances, and value-added services

January 2020 - May 2023

FC CASHIER, LuLu International Exchange, Dubai

- Coordinated and ensured timely completion of tasks within minimum Turnaround Time (TAT), optimizing operational efficiency and productivity
- Executed outbound calls to effectively communicate and promote the offer promotions to customers, resulting in increased sales and customer engagement
- Built strong rapport with customers, delivering exceptional customer service to enhance satisfaction levels and foster long-term relationships
- Expertly assisted customers in addressing their queries, providing accurate and timely information, resolving issues promptly, and ensuring a positive customer experience
- Managed currencies and maintained document filing, ensuring compliance with regulatory requirements and accurate financial records
- Dealt with FOREX transactions, leveraging expertise in Foreign Exchange management and contributing to seamless financial operations
- Played a key role in facilitating the opening of WPS (Wage Protection System) accounts for new companies, ensuring compliance with regulatory guidelines and enabling smooth salary disbursement
- Managed corporate registration processes, remittances, and Value-Added Services (VAS), ensuring adherence to legal and operational requirements while supporting business growth

February 2017 - June 2019

Teacher, JAMMU KASHMIR SCHOOL AND COLLEGE, KOTLI AZAD KASHMIR

- Developed strong relationships with students, parents, and colleagues by maintaining open lines of communication and fostering a supportive learning environment.
- Increased student literacy rates by implementing targeted reading strategies in individualized instruction plans.
- Enhanced classroom engagement through the use of interactive teaching methods, such as group projects and hands-on activities.
- Collaborated with other teachers to plan interdisciplinary units that connected subjects and promoted deeper understanding among students.

EDUCATION

June 2019

Master Of Commerce, ACCOUNTING AND FINANCE

UNIVERSITY OF KOTLI AZAD KASHMIR, KOTLI AZAD KASHMIR

December 2018

Bachelor Of Commerce, ACCOUNTING AND FINANCE

UNIVERSITY OF AZAD JAMMU AND KASHMIR, MUZAFFRABAD

CERTIFICATIONS

- IELTS (International English Language Testing System) 2014
- Peachtree
- Tally erp09
- IT professional