



Samran Zahid

Customer Service Representative

My Contact

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📍 Al Qurum, Khuzzam Rd, Ras Al Khaimah, UAE

📱 Ibn3Zahid

Hard Skill

- Communication
- Reporting and analysis
- Cash operations
- Customer Service
- Computer Operations

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- University of Sargodah
Bachelors in Commerce and Management Sciences (IT)
Completed in 2018
- Punjab Groups of Colleges
FSc Pre Engineering
Completed in 2015

About Me

Highly motivated person, having experience of more than two years in Customer Service.

Ready to work in any kind of challenging environment with mindset of providing best of my efforts in all aspects of job.

Looking for an opportunity to enhance my skills and knowledge and to work for the betterment of the Organization.

Professional Experience

- Al Ansari Exchange LLC UAE

CSR/Frontline Officer

2021 – Present

Working as Frontline Operation staff and Customer Service Representative in Al Ansari Exchange which is one of the well known Organization in United Arab Emirates and outside the borders. Job responsibilities include Customer services as well as handling cash operations within. Transferring remittances while following Anti Money Laundering procedure introduced by the Central Bank of UAE. Providing utmost satisfaction to the customer is our main concern in every way.

- Al Homaizi Factory for Food Industry UAE

Quality Control And Assurance

2020 – 2021

Worked in the Quality Department of Al Homaizi Factory for Food Industry as Quality Control Officer. The Company deals with the well known Dry Fruits and Nuts brands such as AL Rifai and Mani Foods.

- Transguard Group LLC UAE

Customer Services Representative

2019 – 2020

Worked as Customer Services Representative in Transguard Group which is a famous entity operating in UAE. Performed my Duties as CSR Officer on the sites Including Department of Finance Abu Dhabi and Mall of the Emirates Dubai.

Reference:

Available upon request.