



SAIF ULLAH BHATTI

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Dubai, UAE

EDUCATION

MSC ECONOMICS

- International Islamic University Islamabad

SKILLS

- Excellent communication skills
- Adaptable and hardworking, capable of working on a shifting schedule and in any location.
- Quick learner with strong multitasking abilities.
- Positive attitude and stress tolerance.
- Professional relationship management with internal and external customers.
- Proficient in business communication (oral & written).
- Computer proficiency: MS Word, Excel & PowerPoint.

LANGUAGES

- English (Fluent)
- Urdu (Native)
- Punjabi (Native)

OBJECTIVE

Dedicated and detail-oriented professional seeking the position of Remittance Officer to leverage excellent customer service skills and cash handling experience to efficiently perform all remittance transactions while adhering to company policies and procedures.

WORK EXPERIENCE

- United Bank Ltd** 2020-2023
Remittance Officer
 - Provided fast and excellent customer service, adhering to SGOT Rule (Smile - Greet - Offer - Thank), ensuring customer satisfaction.
 - Collected and organized supporting documents for transactions, maintaining uniform filing systems and AML policies.
 - Stayed updated with announcements from the Head Office or Admin Office, and facilitated technical support requisitions.
 - Maintained cleanliness and organization of the workplace in adherence to office guidelines.
 - Attended to all telephone inquiries promptly, providing transfer rates and information as required.
 - Identified potential customers or business opportunities, contributing to business growth.
 - Provided necessary information to various departments of the company as required.
 - Promoted and cross-sold new products and services to customers.
 - Communicated training needs to the Branch Manager and actively participated in training programs.
 - Completed ad hoc assignments as directed by the immediate line of authority.

- Printax Solutions**

Customer Services Officer

Deliver exceptional customer service via phone, email, or live chat, resolving inquiries promptly. Accurately process customer orders, returns, and exchanges while maintaining CRM records. Collaborate with teams to ensure seamless customer experiences and find process improvement opportunities.

NOTE: ALL DOCUMENTS ARE ATTESTED.