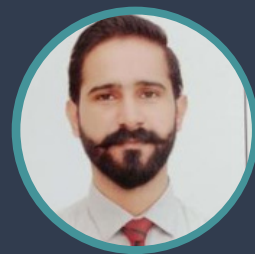


Hafiz Muhammad Sulman

Teller Service Officer

Highly focused and dependable Bank Teller with excellent customer service and cash management record. Adept at handling multiple customer requests and concerns with the utmost professionalism and courtesy. Able to work well independently with little to no supervision or in coordination with tellers and other bank staff.



✉ salman.ahmed468@yahoo.com

☎ 0565324307

📍 DUBAI, UAE.

WORK EXPERIENCE

TSO (Teller Service Officer) MCB Bank Limited.

09/2022 - 09/2023,

Rawalpindi, Pakistan

Job Responsibilities

- Perform transactions i.e. accepting deposits & loan payments, Cash Chq. Check the customer's requirements & suggest products and services which can help them. Aid customers to finding relevant and required information. Actively work towards maintaining customer relations and satisfaction. Research and resolve payment discrepancies. Cross-sell other products and services.

BSO (Branch Service Officer) ASKARI Bank Limited

03/2021 - 08/2022,

Rawalpindi, Pakistan

Job Responsibilities

- Receive and handle customer's queries/complaint promptly. Develop and maintain strong relationships with clients and act as contact. Ensure to provide high-quality services to clients and meet their needs. Responsible for account opening/maintenance services for all segments as checkers. Attend to customers and stakeholder queries and/or requests assist to resolve issues.

Customer Representative ZONG Telecommunication Pvt Ltd Jun-2019 to Dec-2020

06/2019 - 12/2020,

Rawalpindi, Pakistan

Job Responsibilities

- Manage large amounts of incoming phone calls Generate sales leads Identify and assess customers' needs to achieve satisfaction Meet personal/customer service team sales targets and call handling quotas.

EDUCATION

Bachelor in Commerce University of Punjab

2015 - 2018,

Islamabad, Pakistan

Intermediate In Computer Science

FBISE

2013 - 2015,

Islamabad, Pakistan

Matriculation

FBISE

2011 - 2013,

Islamabad, Pakistan

SKILLS

Cash Management Customer Service

Cash Reconciliations Team Work

Problem Solving Oracle, ERP & MS-Excel

Business Knowledge Analytical Thinking

Effective communication Time Management

Data analysis

PERSONEL DETAILS

D.O.B : 13 September, 1996

Passport# : KX5756151

Current Visa Status : Visit (Immediate joining).

Nationality : Pakistani

LANGUAGES

English

Full Professional Proficiency

Urdu

Native or Bilingual Proficiency

INTERESTS

Cricket

GYM

Books Reading

Internet Surfing