



AQSA LATIF

CONTACT

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EDUCATION

10/2015 - 07/2017

MSc Applied Psychology (3.83 / 4 CGPA)

BahaUddin Zakariya University,
Multan Pakistan

10/2021 - 07/2023

Advance Diploma in Clinical
Psychology (ADCP) (3.72 / 4 CGPA)

Bahauddin Zakariya University,
Multan Pakistan

LANGUAGES

English

Advanced

Urdu

Native

Punjabi

Fluent

Arabic

Intermediate

Hindi

Fluent

PROFESSIONAL SUMMARY

Energetic and determined person who has developed a mature and responsible approach to any task undertaken, or situation may be presented with. Collaborative leader with dedication to partnering with coworkers to promote engaged, empowering work culture.

Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings.

WORK HISTORY

December 2017 – August 2021

Outlet Supervisor-Brand Ambassador

CASHIER/TELLER,

Dar Al Teeb WLL,

Manama, Bahrain

- Dealing transactions of both individual and business clients and responsible for conversion of FCY into local currency while offering good rates to the clients.
- Responsible for the handling, processing and servicing of clients account, records, deposits, withdrawals, payments, inward outward transactions in an efficient and accurate manner.
- Maintaining all the reports of different Foreign currencies, inward and outward remittances and cash receipts and payments.
- Responsible of handling demanding customer and their complaints on given time. Performing relevant clerical / administrative duties.
- Accurately receiving, counting, distributing and arrange cash. Selling financial products to the clients and perform as a team player to achieve the target and goals in a given specific time.
- Handling customer complaints provide appropriate solutions and alternatives within the time limits and follow up to ensure solutions.
- Accurately receiving, counting, distributing and arrange cash. Selling financial products to clients and perform as team player to achieve targets.
- Responsible of handling demanding customer and their complaints on given time. Performing relevant clerical / administrative duties.
- Attend all the training sessions of customer dealing and complaint handling company's product knowledge, compliance role, audit, risk and fraud analyst departments.
- Create a positive, welcoming experience by demonstrating a customer first mindset while educating customers on products, offers, styles and fit, as well as promotions.
- Assisting the branch managers in ensuring the events run as smoothly and productively as possible.

CERTIFICATIONS

IT Office

Certificate of Excellence in Brand Promotion and Evaluation

Internship in Clinical Psychology

September 2021-May 2022

Outlet in charge

Customer Service Representative.

Paisely by *Dar Al Teeb WLL*,

Gufool, Bahrain

- Ensuring high levels of customers satisfaction through excellent service.
- Managing the store layout.
- Checking the stock as per records.
- Attentively focusing on the customers.
- Inventory management.
- Management proficiency to maintain stock level
- Additional store management duties as needed

June 2022 - August 2022

Internship in Clinical Psychology, *Spring*

Clinic Institute of Psychiatry,

Multan, Pakistan

- Taking part in regular academic activities.
- Taking orientation to basic clinical skills like history checking, mental state examination case formulation and preparing management plans.
- Also observing the counseling and psychotherapeutic sessions conducted by supervisors.

SKILLS

- | | |
|-------------------------------|----------------------------------|
| • MS Word & Excel | • Positive Attitude |
| • Communication Skills | • Ability to work under pressure |
| • Strong Communication Skills | • Complex Problem Solver |
| • Analytical Skills | • Innovative and Service Focused |
| • Team Management | |

