

Muhammad Waseem

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Objectives

A customer focused and articulate individual who possesses a friendly and personable approach along with strong time management skills and the ability to listen carefully to clients requirements with a real thirst to succeed and boasts a demonstrated track record of initiative, creativity and motivation..

Experience

Cashier/Teller

Allied Bank

Organized stocked and maintained teller window area. Educated customers on use of banking website and mobile apps. Answered customer inquiries regarding account balances, transaction history, services charges and interest rates. Identified sales opportunities and referred customers to branch partners in financial services. Learned opportunities resulting in quality customer service. . Processed customer transactions promptly, minimizing wait times. Completed highly accurate, high-volume money counts via both manual and machine-driven approaches. Calculated fees due, interest and change for customer transactions. Established rapport with new clients to increase satisfaction and loyalty. Counted, verified and handled bank deposits. Executed wire transfers, stop payments and account transfers. Conducted regular proof work and followed up on charge backs and deposit corrections. Maintained friendly and professional customer interactions. Handled various accounting transactions. Received loan and utility payments, sending funds to correct destinations Atm replenishment

Internee

Akhuwat Microfinance

Assisted customers with setting up or completing loan application and signing up for new services. Educated customers, collecting loan instalment from customers. BRS preparation, voucher preparation, dealing with bank, monitor and ensure timely payment/recipients and regular follow up. Ensure proper maintenance of record for accessibility, usefulness and completeness and field visit.

Key Skills

Communication Skills
Customer Services
Time Management
Attention to Detail

Accounting
Microsoft Office
T24 Core Banking Software

Qualifications

Higher Secondary School Certificate

Shinwari Model College
5/2017 - 5/2017

B.Com

City University of Science and Information Technology
8/2017 - 7/2019

Secondary School Certificate

Shinwari Public School
5/2015 - 5/2015

Interests

Reading Book
Out Door Games

Music

Languages

English
Urdu

Pashto
Hindi

Personal Information

Father Name: Iftekhar Muhammad
Date Of Birth: 24/4/1999
Nationality: Pakistani

Address: New Gold Souq Building
Apartment # 226 Nare to ADBC
Metro station Dubai

References

Request On Demand