

MUHAMMAD WASEEM

Cashier/Teller

+9710526112215

LinkedIn/Portfolio

@shinwarilk18@gmail.com

New Gold Souq Building Apartment no 226, Bur Dubai



SUMMARY

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. Organized and motivated employee able to apply time management and organizational skills in various environments. Diligent customer support representative with 3+ years of experience at a high-volume Bank.

EXPERIENCE

08/2020 - 10/2023

Pakistan

Cashier/Teller

Allied Bank

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.
- Tracking, recording, reporting, and storing information related to transactions, bank supplies, and customers, ensuring all information is accurate and complete.
- Maintaining and balancing cash drawers and reconciling discrepancies.
- Packaging cash and rolling coins to be stored in drawers or the bank vault.
- Keeping a clean, organized work area and a professional appearance.
- Handling currency, transactions, and confidential information in a responsible manner.
- Using software to track bank information and generate reports.
- Following all bank financial and security regulations and procedures. Bill Payment, Withdrawal of Home Remittance, ATM Replenishment.

07/2019 - 10/2019

Pakistan

Customer Service Representative

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.

EDUCATION

08/2017 - 07/2019

Peshawar, Pakistan

Bachelor of Commerce

City University of Science and Information Technology

06/2015 - 07/2017

Peshawar, Pakistan

Higher Secondary School Certificate

Board of Intermediate and Secondary Education Peshawar

06/2013 - 06/2015

Peshawar, Pakistan

Secondary School Certificate

Board of Intermediate and Secondary Education Peshawar

LANGUAGES

English
Proficient



Urdu
Native



Hindi
Proficient



ACHIEVEMENTS



Customer Satisfaction Champion

Boosted customer satisfaction by 100% through implementing a new feedback loop at Allied Bank.



Team Performance Leader

Led a team to a 100% performance increase by providing targeted training and consistent mentoring at Allied Bank.

SKILLS

Operational Excellence

Customer Service

Team Leadership

Microsoft Office

Coaching and Mentoring

ATM Replenishment

Cash Handling

T24 Core Banking Software

COURSES

Certified Teller

Achieved this certification through from Allied Bank Of Pakistan