



REHMAT ULLAH

Customer service officer

SUMMARY

Customer-focused professional with a background in handling exchange services in fast-paced financial environments. Skilled in problem-solving, transaction management, and ensuring compliance with rules and regulations. Adaptable to changes, committed to delivering excellent service, and Eager to maintain customer satisfaction.

Experience:

Customer service officer, at Emirates India International Exchange. November-2023- : To- MAY-2024

- Maintained excellent client satisfaction by providing in-depth support.
- Performed cashier duties, including balancing and end-of-day banking.
- Assess the performance of ongoing marketing campaigns.
- Offered detailed advice on product and service benefits.
- Receive/issue cash transaction instruments like remittance, foreign
- Currency exchange, WPS, TT, IMT, VAT payments etc.
- Comply with AML general policy & procedures
- Provided professional and helpful support to new and existing clients.
- Handled in-person, email, and mailed correspondence.
- Answered telephone calls with professionalism.
- Manage all company documents.

Web Developer, at PI BYTES TECHNOLOGY PESHAWAR,

JANUAR 2022 - AUGUST 2023

PROJECTS

ERP MANAGEMENT SYSTEM: Development in (PHP)

Blogging website: Development in (PHP)

Ecommerce (2): Development in (PHP)

Education:

Bachelor of Science in Computer Science, Kohat University of Science and Technology, Pakistan

OCTOBER 2017 - NOVEMBER 2021

Diploma of Information Technology, Cecos Institute of Peshawar

September 2016 – August 2017

Intermediate computer science, HIMS Degree College Peshawar

FEBRUARY 2014 - MAY 2017

Matric Science Group, Khyber Model High School Zangali Peshawar

APRIL 2012 - MAY 2014

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SKILLS & EXPERTISE:

- Full Stack Web Development
- Microsoft Office Suite
- MS Outlook
- Canva Designing
- Marketing
- Data Entry

Soft Skills:

- Strong Decision Maker
- Time management
- Problem-solving
- Adaptability
- Collaboration
- Customer Service

HOBBIES:

- Traveling
- Browsing
- Photography

LANGUAGES:

- English
- Urdu/Hindi
- Pashto