

FAISAL AYYAZ

Accountant &
Customer Service
Executive

DOB: 16-08-1993

Marital Status: Single



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ABOUT ME

My goal as a Cashier is to apply my skills in cash management, bookkeeping, cash balancing, and accounting. Part of my objective is to maintain consistency and balance in terms of handling financial matters. My vast experiences in two different companies have molded my skills as a cashier. My ability to communicate well with customers and multitasking talents make it easy to process orders, thereby minimizing customer's waiting time. As a cashier, my focus is to achieve customer satisfaction at all times.

EDUCATION

M.Phil |2022-2024

Minhaj University Lahore, Pakistan

M.Sc |08/2012–08/2014

University of Sargodha, Pakistan

B.Sc |08/2010–08/2012

Govt. Post Graduate College Jaranwala, Pakistan

WORK EXPERIENCE

Accountant, |07/2019–05/2023|

Punjab group of Colleges, Nankana Sahib, Pakistan

Key Responsibilities:

- Bolstered customer retention by creating and offering unique discount options and inspiring interest in new Product lines.
- Organized training sessions focused on enhancing team members' product knowledge And problem-solving abilities.
- Collaborated with cross-functional teams to improve overall customer experience within the company.
- Monitored key performance indicators to ensure continuous improvement in service quality.
- Trained staff on operating procedures and company services.

Customer Service Executive (Nankana Lake Resort) |07/2015–01/2017|

- Completed customer transactions on the cash register.
- Reconciled cash register drawers at the end of the shift.
- Provided excellent service to customers by promptly attending to their shopping needs, answering inquiries and resolving complaints.
- Maintained cleanliness in the store premises and ensured that proper sanitation is observed.
- Placed signage outside the store to attract customers during sale and discounts.
- Checked markdown prices and arranged merchandise on sale on the shelves.
- Asked for customer's identification for credit card transactions.

Sales Officer (Bank Al-Habib, Nankana branch) |08/2014–12/2016|

- Ensured reduction of waiting time for customers by offering prompt service.
- Followed cash handling procedures strictly as per the company policies.
- Submitted weekly sales reports to the management.
- Assisted supervisors in attending to customers during peak hours to avoid waiting time for customers.
- Followed procedures and reported errors in retail pricing.
- Changed tapes and ribbons of cash register machines regularly to produce clear printed receipts.
- Provided customers with consistent and delightful service.

Accountant |02/2017–06/2019|

Guru Nanak Ji Public Model High School, Nankana Sahib, Pakistan

Key Responsibilities:

- Explained online self-help options to customers to promote additional and after-hour support choices.
- Took ownership of customer's issues to follow problems through to resolution.
- Launched quality assurance practices for each phase of development.
- Contributed to company growth by retaining valuable clients through effective communication and problem-solving skills.
- Implemented feedback-driven improvements for an enhanced overall customer experience.
- Exceeded targets consistently by maintaining an unwavering focus on customer satisfaction and service excellence.

COMPUTER SKILLS

- Ms Office (Word, Excel and Power point)
- Expert in AutoCAD, SPSS, Minitab, Eviews and R Language.
- Fast Typing Skills
- Uses of Software like Canva, Photoshop, In page

COMPETENCY PORTFOLIO

- | | | |
|-------------------|-------------------------|--------------------------|
| • Public Speaking | • Risk Management | • Active Learning |
| • Time Management | • Community Building | • Detail Oriented |
| • Leadership | • Interpersonal Skills | • Problem Solving Skills |
| • Communication | • Discipline Management | • Team Collaboratio |

HOBBIES AND INTERESTS

- Driving
- Reading Novels and Books
- Plantation
- Traveling

LANGUAGES

- English(Fluent)
- Urdu(Native)
- Punjabi(Native)

REFERENCES

- Will be furnished on demand.