

MUKADDAR ANSARI



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OBJECTIVE

Results-driven Customer Service professional with 3+ Years of experience in the financial services industry. Eager to leverage strong communication skills and a deep understanding of Western Union's services to provide exceptional customer service. Proven ability to handle inquiries, resolve complaints, and ensure customer satisfaction in a fast-paced environment.

PROFESSIONAL EXPERIENCE:



TECHNICAL RECRUITER- ANS RPO SOLUTIONS (MAR 2023 - MARCH 2024)

Recruitment for IT and Non-IT profiles.

Working with job sites such as Indeed, Monster, CB, Dice and LinkedIn.

Extensively worked on multiple requirements for clients mentioned above and handled high volume of needs every day.

Working as an IT Recruiter with an extensive Full Life Cycle Recruiting background and a proven track record in delivering and administering staffing solutions in a demanding fast paced work environment.

- As an IT Recruiter working on Full Life Cycle of Core IT Recruitment.
- Screening & Sourcing
- Recruitment & Selection
- Recruitment Co-ordination
- Negotiation skills
- Follow up the candidates till they join.

CUSTOMER SERVICE REPRESENTATIVE- Western Union's – AUGUST 2019 TO JAN 2023

- Handling cash transactions & cash balancing.
- Carried out daily reconciliation of collected payments.
- Operated cash register, collected payments and provided accurate change
- Worked closely with front - end staff to assist customers.
- Maintained balancing record with 100% rate of accuracy.
- Recorded amounts received and prepared reports of transactions.
- Processed exchange & foreign currency.
- Maintained friendly and professional customer interactions.

Education:

Integral University, Lucknow, Uttar Pradesh

Master of Computer Applications –Jul 2017 - May 2019

Bachelor of Computer Application – Jul 2014 - May 2017

SKILLS:

- Relationship Building
- Communication Skills
- Time Management
- Microsoft Office (Advanced In Word, Excel or Outlook)
- Interpersonal Communication
- **Other Skills:** Customer Service · MONEY EXCHANGE · System Monitoring · Customer Support · Cash Handling

PERSONAL DETAILS:

- Father Name – Mr Dilzan Ansari
- Address – Deira Dubai
- Date of Birth – 17/08/1997
- Passport – T1180224
- Visa – Employment Visa
- Language – Hindi, English & Urdu
- Nationality – Indian
- Hobbies – Cooking & Listening Stories.

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