



Contact

Phone

+971 50 510 4943

Email

qazi.a.rizwan@gmail.com

Address

Villa 65, Hor Al Anz - Dubai, UAE

LinkedIn

<https://www.linkedin.com/in/rizwan-ahmed-qazi>

Personal Information

Nationality: Pakistan
Passport No: AG4892524
D.O.B: 12th Apr 1982
Marital Status: Married

Achievement

- Achieved 1st position to X Rewards campaign – UAE Exchange
- Performed opening ceremony of Pakistan Mega Promotion Jashn e Khaas – UAE Exchange
- Top sales officer for ATM withdrawal insurance Feb 2008 - ABN AMRO
- Certificate of project completion in HTML – SZABIST
- Certificate of project completion in Visual Basic – SZABIST
- Training completion certificate for EFU LIFE products - Royal Bank Scotland
- Training completion certificate for New Jubilee Life Insurance products - Royal Bank Scotland

Driver's License

686646 UAE Driver's license (Auto)

Visa Status

Visit visa valid till 20th Sep 2024

Rizwan Ahmed Qazi

Customer Service Associate

A results-driven professional with experience in the financial sector and restaurant industry, excelling in consumer finance, branch banking, and operations. Highly skilled in processing high-volume transactions, handling foreign currency, customer service, achieving targets, meeting goals.

Experience

- **May 2017 - Feb 2023**
UAE Exchange - UAE
Customer Service Associate – Branch Operations
 - Processed remittance transactions and execution of foreign currency.
 - Processed payments solutions (credit card, loan, EMI, school fees, fines, bill payment).
 - Released of company salaries on wage protection system (WPS).
 - Within a branch, looking after Pakistan corridor issues and try to resolve at earliest, if needed, visit nearest camps for marketing.
 - Opened NRP accounts for Pakistani banks.
- **Dec 2015 – Jan 2017**
Nawab's Dynasty Restaurant - Pakistan
Manager
 - Ensure compliance with licensing, hygiene, health and safety legislation/guidelines.
 - Looking after ordering food and supplies.
 - Maintaining restaurant's revenue, profitability and quality goals.
- **Sep 2014 – July 2015**
Faysal Bank - Pakistan
Relationship Manager – Branch Distribution
 - Branch banking accounts and consumer assets after sale services.
 - Focused to account opening, account growth, account retention, product utilization and cross-selling.
 - Processed request for credit card cancellation, early settlement for loan and to release of documents.
 - Visited high net worth and corporate clients for proper product information and documentation.
- **Jan 2011 – Sep 2014**
Faysal Bank - Pakistan
Customer Service Officer – Consumer Finance
 - Designated to branch walk-in clients for secured and unsecured products after saleservices.
 - Guided to clients for product utilization, billing cycle and handled queries to solve.
 - Issued NOC (No Objection Certificate) to unsecured (credit card cancelled and loan matured) clients.
 - Cross sale products that matched client's need.
 - Handed over documents to clients for secured (home and auto) loan.
 - Processed documents for both Limit top up and product cancellation.
- **Sep 2007 - Dec 2010**
Royal Bank of Scotland formerly ABN AMRO - Pakistan
Phone Banking Officer - E-Banking & Wealth Products
 - Verify clients with standard process.
 - Processed financial and non-financial transactions.
 - Handled client's requests and complaints.

Education

Master of Arts in Economics	University of Sindh, Pakistan
Bachelor of Commerce	Shah Abdul Latif University, Pakistan
Diploma in Information Technology	SZABIST, Pakistan

System Skills

Installation of hardware and software
Well versed in Microsoft Office 365 suite

Languages

English, Urdu, Sindhi