

SALMAN YOUNAS

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CAREER OBJECTIVES

Passionate and deliberate individual a mid-level Bank Service Officer in Meezan Bank Pvt. Ltd. Recently post graduated with Statistics, seeking a position as an entry level in Banks of UAE." I am a quick learner with the great interest of serving to all my customers to return and keep the service satisfaction on the high end.

PROFESSIONAL SKILLS

Great customer service
Attention to details
Communication skills
Cultural sensitivity
Leadership
Excellent Planning skills
Time management
Flexible under pressure
Adaptable
Active listening
Customer satisfaction
Up selling skills
Effective administrative procedures
Proficiency in POS/Micros, Microsoft Office, Microsoft Excel, PowerPoint, Outlook, social media

Experience

FC (Foreign Cashier Teller)

LM Exchange

Dubai, UAE

(2023-Present)

- Communicate with customers via phone, email, chat, and social media.
- Address and resolve customer inquiries and issues.
- Provide information about products/services and assist with usage.
- Document customer interactions and maintain accurate records.
- Gather and report customer feedback to relevant departments.
- Collaborate with other teams to meet customer needs.
- Identify upselling and cross-selling opportunities.
- Manage time effectively to handle a high volume of inquiries.
- Prepared opening and closing consolidate sheet, WPS (Wages Protect system), accepting WPS company salaries and uploading files to WPS system, Solving C3 card issues
- Reporting revenue Per Transaction (RPT), Net Balance
- Handling day-to- day cash transaction and exchanging foreign currency, attending and handling customer inquiries on forex rate.
- Buying and selling foreign currency
- Deal and register with VAT (value able add tax) and paid it
- Deal with TT (Telegraphic Transfers) from Oman and send the cheque to different banks to clear the payment of clients in UAE

BSO (Branch Service Officer)

Meezan Bank Pvt, Ltd.

Lahore, Pakistan

(2021 - 2023)

- Responsibility for performing a wide range of routine branch and customer services duties. Keep currency neat and solid orderly arrange. Handling customer complaints, question, and concerning in

professional manner. Transfer funds like:

- outward clearing, i.e. OBC, intercity, FOBC, salaries transfer, RTGS, bank cheques, stock entries etc.
- Remittance.
- operate the lockers and input the entries of lockers.
- Replenish ATM.
- Maintain the list branch figure that previous day closed like checklist of TDR, Current account balance, and saving account balance etc.
- After month reporting and make the list of international transfer reporting system (ITRS).
- Month end reporting regarding the cash.
- Suspicious transaction reporting (STR).
- Cross –selling the bank services to customer like vehicles financing from inventory of the bank house financing and other plans like monthly Mudarabah Profit plan (MMP) etc
- Processing automatic transfer from Meezan app.
- Checking the watcher cheques, deposit slip, transfers cheques, cheques that issue to customer, clearing from the systemic register and make sure they have been written out correctly as well as in order.
- Entering financial data into computer terminal. Shredding confidential document Answers customer enquiries regarding their account balance

CSO (Customer Service Officer)

Mindbridge

Lahore, Pakistan

(2019 - 2023)

- To ensure that the service is at all times performed in a professional manner and to the style as specified by the professional standards.
- To make sure that Company Policy, the Vision Statement and Departmental Objectives are followed and utilized at the times.
- To report, monitor or handle small disciplinary matters.
- To obtain feedback from customer and to use this to improve service and to pass on such to the Company Manager and his Assistants.
- Maximized customer service by training staff, overseeing operations and resolving issues in a timely manner.

ACADEMIC

UNIVERSITY (2023)

MASTERS IN STATISTICS

UNIVERSITY OF THE PUNJAB, Lahore, Pakistan

COLLEGE (2019)

BACHOLER IN MATHS AND STATICS

IKWAN SCIENCE COLLAGE CONCERN WITH

UNIVERSITY OF THE PUNJAB

COLLEGE (2017)

Intermediate (ICS-STATISTICS)

Lahore Board of Intermediate and Secondary Education, Pakistan

SCHOOL (2013)

Matriculation in (Science)

Lahore Board of Intermediate and Secondary Education, Pakistan

LANGUAGES

	<u>Reading</u>	<u>Writing</u>	<u>Spoken</u>
English	Excellent	Excellent	Excellent
Urdu	Excellent	Excellent	Excellent
Punjabi	Excellent	Excellent	Excellent

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English	Excellent	Excellent	Excellent
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PERSONAL DETAILS

Age	26 Years
Nationality	Pakistani
Marital status	Single

ACKNOWLEDGEMENT

I hereby declare that all the above information is correct to the best of my knowledge and belief.

Salman Younas.