



CONTACT



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SKILLS

- Team Work
- Time Management
- Leadership
- Communication
- Management Skills
- Problem Solving
- Financial Transaction
- Banking
- Client Relationship
- Jee Banking
- Cash handling
- Transaction
- Check
- Customer Service

HAMZA HAROON

Service Officer (Teller)

ABOUT ME

As a dedicated professional with a strong foundation in banking and financial transactions, I bring exceptional skills in team work, time management, and leadership. My expertise spans client relationship management, cash handling, and financial transactions, ensuring precise and efficient service. With a proven track record in customer service, problem-solving, and organizational skills, I excel in both retail and Jee banking environments. Proficient in MS Office and adept at cross-selling and up-selling, I am committed to delivering outstanding results and fostering positive client experiences. Seeking a challenging role in banking where I can leverage my comprehensive skills and experience to contribute to organizational success.

EDUCATION

BS Media & Communication Studies

International Islamic University Islamabad

2015 - 2019

I.C.S

Indus Science College Rawalpindi

2014

Matriculation

BISE Rawalpindi, Punjab

2012

WORK EXPERIENCE

Customer Service Officer / Teller

AL FARDAN EXCHANGE UAE

JULY 2023 – Currently Working

- Process customer transactions, including deposits, withdrawals, transfers, and payments accurately and efficiently.
- Assist customers with opening and closing accounts, updating account information, and answering account-related inquiries.

- Attention to Detail
- Communication Skills
- Problem-Solving
- Time Management
- Organizational Skills
- Cross-Selling
- Account Management
- Retail Banking
- MS Office
- Team Management
- Team Player
- Banking
- Up selling

- Address and resolve customer complaints or issues promptly, ensuring customer satisfaction and maintaining a positive banking experience.
- Inform customers about bank products and services, cross-sell additional offerings, and refer them to appropriate banking specialists as needed.
- Keep accurate records of transactions and customer interactions, ensuring compliance with bank policies and regulatory requirements.

Relationship Executive

Oct 2022 - Feb 2023

Bank Alfalah Islamic Pakistan

- Build and maintain strong relationships with existing clients to foster loyalty and satisfaction with Bank Al Falah's products and services.
- Act as the primary point of contact for clients, addressing inquiries, providing personalized assistance, and resolving any issues or concerns in a timely manner.
- Identify opportunities to upsell or cross-sell additional banking products and services based on clients' needs and financial goals.
- Collaborate with internal teams such as product development and marketing to ensure alignment with client expectations and market trends.
- Keep detailed records of client interactions, feedback, and preferences to enhance service delivery and drive customer retention.

Office Administrator

June 2019 - August 2022

Copains Solutions

- Oversee daily administrative tasks and operations to ensure smooth and efficient functioning of the office environment at Copains Solutions.
- Manage office supplies, equipment, and facilities, coordinating repairs and maintenance as needed to support the team.
- Handle correspondence, emails, and phone calls, directing inquiries to the appropriate personnel and maintaining clear communication channels within the organization.
- Assist in organizing company events, meetings, and appointments, including scheduling, logistics, and preparation of necessary materials.
- Maintain accurate records of expenses, invoices, and contracts, assisting with budgeting and financial reporting as required by management.