

NASIR MAJEED AWAN

CONTACT

📍 Baniyas Abu Dhabi ,United Arab Emirates
📞 971561604715
✉️ nasirmajeedawan@gmail.com

Hello HR,

I'm a proactive Customer Service Professional with 2 years of experience handling various functions of

Customer service, from dealing with dissatisfied customers to finding appropriate solutions to their

needs either by frontline Customer Service Member or by Call Center Customer Service Executive.

In my previous position at Star Health Insurance

Calicut, Kerala, India , I have developed and utilized various skills to

help achieve results and contribute to the company's productivity. I have also won several awards for

my exceptional performance in solving customer problems; although I loved that job, I feel I am now

ready for further growth in a more challenging role.

My resume is attached below, I would really appreciate if you can consider me for this position.

Thanks in Advance.

Best regards .

Nasir Majeed Awan



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SKILLS

Sales



Call Center



Team management



Customer service



Communication skills



Teller/cash handling



MS word ,excel and Power point (3 months) courses.



Marketing and business development.



LANGUAGES

English. Urdu Hindi. Punjabi Kashmiri

OBJECTIVE

I'm Dedicated customer service professional with 3 years experience in a fast-paced environment seeking an opportunity in a team-orientated company. Adept at handling a wide range of contact methods while accurately documenting customer issues and providing first class service with every interaction. Track record of quickly acquiring competency in all products and transactions while readily and positively adapting to change.

EXPERIENCE

Security officer Dubai international Airport

April 2019 - January

Transguard group of companies

2022

- Baggage screening and inspection
- Airport access patrols and escort duties
- Ensured passenger safety
- Searched and inspected baggage and cargo
- Aircraft searching and checking protocols
- Approval of aviation security training organizations
- Ask security questions of passengers
- Demonstrate good security practices
- Direct passengers through security equipment
- Issuing and inspecting airport identification cards
- Responding to security threats
- Screening officers
- Secure good working atmosphere and environment
- Secure quality levels
- Supported law enforcement
- Walking surveillance

Customer service Agent

FEBRUARY 2022 -

Secro Dubai international Airport

June 2023

- Greet passengers at check-in counters and assist with check-in processes, ticketing, and baggage handling
- Guide passengers to the appropriate terminals, gates, and facilities within the airport
- Address issues related to lost baggage, flight changes, missed connections, and other travel-related problems

- Verify passenger documents, issue boarding passes, and assist passengers with boarding, including those with special needs or requests
- Assist in maintaining a secure airport environment and report any suspicious activity or safety hazards
- Maintain effective communication with airline staff, ground crew, and airport authorities to ensure smooth flight operations
- Exceed passenger expectations by consistently providing exceptional customer service
- Complete administrative duties, such as updating passenger records, documenting incidents, and handling cash and payment transactions accurately
- Collaborate with colleagues to ensure the efficient functioning of the airline and the airport

Customer service executive

July 2023 - Still
working

Joyalukkas exchange house

ESSENTIAL FUNCTIONS AND BASIC DUTIES:-

- ☒ Buying and selling currencies from walk-in customers and hand over excess cash to main cashier according to guidelines set by operations management. Conduct all kinds of front office transactions.
- ☒ Forecast daily requirements, offload excess currency position to head office/other branches/other exchange house, booking maximum profit and avoiding unnecessary fund blockage.
- ☒ Monitor daily ongoing market currency rate and decide the buying and selling rate for each currency to attract new customers or retain existing customers.
- ☒ Formulate business strategy according to market conditions, market changes or available market information.
- ☒ Has a Ability to work under pressure.
- ☒ Checking notes & denominations to ensure accurate delivery of cash to customers.
- ☒ Suspicious Foreign Currency Notes identification skills.
- ☒ Custodian of approvals for all the financial transactions which exceed the teller staff cash limit.
- ☒ Professional behaviour with internal and external customers.
- ☒ Respect and comply with Compliance & AML rules,policy and procedures of the company at all times.
- ☒ Support record keeping staff by providing all supporting documents and bills for each transaction.
- Attend various training and learning programs to close the skill gaps and to ensure proper awareness about products and services, policies and procedures.
- ☒ Read, understand, sign and follow all the circulars from the head office or Admin Office.
- ☒ Attend all the telephone calls and give the transfer rate/information as required by the callers
- ☒ Respects office guidelines of the company and always keep counter, drawers, tables and workplace neat and clean.
- ☒ Identify and seize potential customers or business.
- ☒ Provide adequate and necessary information whenever

required to Head office, Administration Office or various requirements.

- ☒ Open / close branches as required and ensuring all tasks and checks are completed
- ☒ Promote and cross cell of new products and service introduced by the company among customers.
- ☒ Attending Internal Trainings & Exams of AML, Customer service, Product knowledge, Risk and Fraud etc
- ☒ Maintain effective relationship with supervisors and

EDUCATION

FSC

2013

Government Model science college Muzaffarabad

Bachelor of science (BSc)

2018

University of Azad Kashmir Muzaffarabad Pakistan

REFERENCE

Will provided on demand -

VISA STATUS

Employment visa