



# USAMA NAZIR

CUSTOMER SERVICE REPRESENTATIVE/TELLER



Al Zahiya, Abu Dhabi, UAE, UAE



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## ABOUT ME

I am a Business Administration graduate from the International Islamic University Islamabad, where I honed my ability to thrive under pressure and developed a strong sense of responsibility. With a Nebosh certification, I bring expertise in workplace safety, understanding regulations, and managing risks to safeguard people and assets.

## SKILLS

MICROSOFT OFFICE

CRM SOFTWARE

MICROSOFT OUTLOOK

CUSTOMER SERVICE

HRIS

HR SOURCING

SAP MATERIALS MANAGEMENT

CUSTOMER RELATIONSHIP  
MANAGEMENT

TIME MANAGEMENT

CANVA

FILMORA

DIGITAL MARKETING

GOOGLE ADS

FACEBOOK ADVERTISING

HOOTSUITE

MOZ

## LANGUAGES

## WORK EXPERIENCE

### GOTECH

Islamabad

Oct 2023 - Sep 2024

#### CSR Teller

- Maintained precise records of customer interactions, including personal and sales information.
- Developed a comprehensive customer database by entering detailed customer information.
- Adhered to company policies and safety standards to maintain a safe and clean office environment.
- Engaged with customers to assess needs and recommend suitable products or services.
- Processed orders, completed documentation, and ensured timely follow-ups.
- Maintained extensive knowledge of products and services to deliver accurate information.
- Resolved customer complaints effectively to maintain a high level of customer satisfaction.
- Consistently met and exceeded monthly sales targets and performance goals.
- Updated CRM system with accurate customer records for effective tracking.
- Collaborated effectively with sales and support teams to deliver seamless service.

### MURREE BREWERY PRIVATE LIMITED

Rawalpindi

Jan 2023 - Oct 2023

#### HR Intern

- Utilized HRIS for managing employee records, attendance, payroll, and generating reports, ensuring precise and confidential data handling.
- Aided in recruitment processes, including posting job openings, candidate screening, and interview scheduling through HRIS.
- Enhanced the onboarding experience by preparing documents, setting up HRIS profiles, and conducting orientations.
- Efficiently organized and maintained HR documents in both physical and digital formats.
- Collaborated with banks, insurance providers, and government organizations on employee benefits and retirement plans.
- Offered administrative support for HR initiatives and company-wide projects.

### EXYTEX

TECHNOLOGIES

Punjab

Dec 2020 - Nov 2022

#### CSR/Cashier

- Enhanced customer satisfaction through proactive post-sale follow-ups and feedback collection.
- Drove sales growth by scheduling meetings, product demonstrations, and

ENGLISH

URDU

HINDI

PUNJABI

PASHTO

PERSONAL DETAILS

**Date of birth**  
25 Jul 2000

**Nationality**  
Pakistani

**Visa status**  
Family Sponsor Visa Expiry Date:  
08/09/2026

DRIVING LICENSE

**Driving license category**  
LTV Driving license (UAE)

REFERENCE

References available upon request

- Managed inventory to ensure timely office supply orders for operational efficiency.presentations.
- Coordinated and prepared materials for team meetings for flawless execution.
- Participated in training sessions and workshops to boost administrative skills.
- Streamlined document management with efficient filing systems.
- Maintained timely office supply delivery and equipment maintenance through effective vendor communication.
- Supported management with sales report and projection preparation for better insights.
- Efficiently handled customer transactions, including deposits, withdrawals, and banking activities.
- Managed the opening and closure of accounts, such as checking, savings, and certificates of deposit.
- Assisted customers with account inquiries and banking product information, resolving issues effectively.
- Identified customer needs to cross-sell various bank products and services.
- Ensured accurate cash handling and adherence to established cash limits.
- Adhered strictly to security procedures to protect customer information and funds.
- Engaged in ongoing training programs to continuously improve skills and knowledge.
- Collaborated with team members to deliver outstanding customer service.

EDUCATION

INTERNATIONAL  
ISLAMIC UNIVERSITY  
ISLAMABAD  
Islamabad  
2023

- Business Administration**
- Top 10 students to get 100% scholarship award.
  - CGPA: 3.40 out of 4.0

SIR SYED COLLEGE  
CAMPUS 2 WAH  
CANTT  
Wah Cantt  
2019

- Pre- Eng**
- Winner Bronze medal in Tug of War

PUNJAB GROUP  
COLLEGE WAH  
CANTT  
Wah Cantt  
2017

- Matric Science**