



MD Muneer Khurram

Customer Service Representative

Counter Service Representative with more than 12 years of experience in the areas of Customer Service as well as cashier with a good understanding of the customer satisfaction in banking sector is seeking to obtain a stable career with a well established company that will allow me to further advance my knowledge and skills.

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📍 Ajman, UAE

EDUCATION

MBA

Global Institute of Management Hyderabad

10/2008 - 11/2011

WORK EXPERIENCE

Customer Service Representative/Teller Al Razouki International Exchange LLC

08/2019 - Present

Ajman, UAE

Achievements/Tasks

- Ensure transactions are completed in an efficient manner with a high level of accuracy.
- Performing WPS.
- Executes foreign currency transactions for clients.
- Advises international clients on foreign markets and fluctuations.

Customer Service Representative/Teller Belhasa Global Exchange

01/2015 - 07/2019

Ajman, UAE

Achievements/Tasks

- Conduct foreign currency transaction for overseas travelers provide change and cash cheques.
- Assist staff with branch operations, data collection.
- Ensure security and stationary ary and other as per record management.
- Performing WPS.
- Handling cash counter with sale and purchase of foreign currency.

Customer Service Agent Vodafone Cellular Ltd

12/2012 - 12/2014

Hyderabad, India

Achievements/Tasks

- Solving customer queries.
- Guiding customer on various products and offers.
- Make a good image in general public about organization.
- Provide accurate product knowledge to target customer.

Accountant KACCHI TEXTILES LTD

01/2012 - 12/2012

Hyderabad, India

Achievements/Tasks

- Proficiently handle complete accounting of purchases.
- Performed accounting with all daily records.
- Accounts Receivable, including processing payments.

SKILLS

Customer Service

Cashier

MS Word

Client Dealing

Product Knowledge

Interpersonal Communication

Problem Solving

Attention to Details

Teamwork

Customer Service

Multitasking

Conflict Resolution

Sales

Point of Sale System

Cash Register

Time Management

Sales

Math

Flexibility

Accounting

Greeting Customers

Dependability

Friendliness

Efficiency

Positive Attitude

Telephonic Etiquettes

Statistics

LANGUAGES

Urdu

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

English

Full Professional Proficiency

Telugu

Native or Bilingual Proficiency

Punjabi

Full Professional Proficiency

VISA STATUS

Employment Visa