



ASHFAQUE AHMED

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Counter Service officer with more than 7 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.

EXPERIENCE

07-MAY-2024
CURRENT

CASHIER

Victory Car Services & Garage | Dubai, UAE | June 2024 – Current

- Collect payments whether in cash or credit
- Issue receipts, refunds, change or tickets
- Redeem stamps and coupons
- Cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving the store
- Maintain clean and tidy checkout areas
- Track transactions on balance sheets and report any discrepancies

PARKING AATTENDANT CASHIER

Excellerate Services [Dubai, UAE] Jul 2023 -June -2024

- Responsible for being at work every scheduled day, on time and in uniform
- Collects cash and validations and maintains security of cash
- Makes change and/or issues receipts or tickets to customers for each transaction
- Computes or re-computes bill from tickets showing amount due from customer
- Operates cash register after time calculation (manually or by machine) and calculates cost of transaction
- Quotes prices for parking services for which money is received.
- Worked closely with front-of-house staff to facilitate positive customer experiences.

05-JUL-2023
50-MAY-2024

11-SEP-2018
31-AUG-2022

TELLER / CASHIER

BANKISLAMI | Karachi, Pakistan | Sep 2018 - Aug 2022

- Handling customer complaints.
- Ensure customer satisfaction.
- Make sales referrals, suggest alternate channels and cross-sell products and services

14-JUL-2015
02-SEP-2018

14-JUL-2015
02-SEP-2018

- Go the 'extra mile' to build trust relationships, customer loyalty and satisfaction
- Creating policies and procedures.
- Answers telephone (when applicable) in a prompt and courteous manner.
- Promote bank products and services.
- Produced high-volume orders to effectively meet customer demand.
- Generate sales leads.
- Follow communication procedures, guidelines and policies.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Followed company regulations, policies and processes.
- Handled customer billing errors, researching issues in system and working to resolve problems and inconsistencies.

TELLER / CASHIER

STANDARD CHARTERED BANK | Karachi, Pakistan | Jul 2015 - Sep 2018


- Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts
- Processing deposits and withdrawals
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Assisted with loan applications, guiding on procedures and process.
- Counted and processed cash deposits with meticulous accuracy, minimizing risk of discrepancies.
- Maintained extensive knowledge of banking products and services to deliver optimal customer guidance.
- Greeted customers warmly and professionally, maintaining faultless bank reputation.
- Handled customer cheques appropriately, ensuring swift processing and deposit.

BASC Banca assurance sales consultant

EFU Assurance | Karachi, Pakistan | Oct 2014 - Jun 2015

- Analyzed customer needs and provided the best options, upselling products and services.
- Skillfully and patiently explained coverage options to potential policyholders, answering any questions or concerns.
- Maintained pleasant and cordial attitude at all times, even when issues arose.
- Increased client retention through loyalty rewards and incentivization programmed.

01-OCT-2014
30-JUN-2015

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- Exceeded team goals by partnering with staff to share and implement best practices.
 - Attended industry events regularly, networking with potential clients and industry professionals to maximize future opportunities.
 - Responded quickly to client requests with excellent systems knowledge.

Assessed customer insurance needs through in-depth analysis and consultative sales approach.

EDUCATION

NOV 2007



BACHELOR OF ART

SKILLS

- Basic math and computer skills. Cash-handling experience
- Excellent communication, customer-service, and time management skills
- Ability to pass a background check
- Strong dedication to accuracy and efficiency
- Basic PC knowledge and familiarity with electronic equipment (e.g. cash drawers, receipt validators, money counters)
- Refund and exchange processing
- Complaint handling
- Service upselling
- Cash handling
- Cash handling policies
- Transaction reconciliations

ACTIVITIES

Reading historical books
Play cricket