

Personal Details	
	Name : Zain Ali Muhammad Email : zainmuhammadsha75@gmail.com AGE : 31 YEARS Nationality : Pakistani Mobile : +92-300-6927740 Address : SAHIWAL, Punjab PAKISTAN
Career Objective	
To work for a challenging position in a competitive environment to build through efficient performance for long term career development and growth.	
Core Competencies In	
	<ul style="list-style-type: none"> • Self-starter with innovative ideas, can do attitude and appositive approach. • Strong ability to manage an office and teams in dependently. • Sound knowledge of Administrative / Operation tasks.
	<ul style="list-style-type: none"> • (Customer Service) SENIOUR TELLER CASHIER Jan 2023 TO PRESENT RAVI EXCHANGE (Pvt) Ltd. Pakistan <p><u>Responsibilities include:</u></p> <ul style="list-style-type: none"> • Exchange All Kind Of Currency Denomination Notes. • Manage western union transactions sending and receiving all kind of bill payments & cash express sending receiving amendment cancellations • Ability to maintain a balance of large bulk of currency constantly • Manage transactions with customers using cash registers • Resolve customer complaints, guide them and provide relevant information • Track transactions on balance sheets and report any discrepancies • Handle merchandise returns and exchanges • Ability to tolerate stress • Adequate customer service orientation and experience • Supervise debit, credit or cash transactions, as well as other forms of payments within the bank • Review cash accounts on a daily basis
	<ul style="list-style-type: none"> • (Customer Service) FOREIGN CURRENCY CASHIER OCT 2020 TO OCT 2022 AL ANSARI EXCHANGE LLC DUBAI, UAE. <p><u>Responsibilities include:</u></p> <ul style="list-style-type: none"> • Exchange All Kind Of Currency Denomination Notes. • Manage western union transactions and WPS SOLUTIONS & manage all kind of bill payments & cash express sending receiving amendment cancellations • Ability to maintain a balance of large bulk of currency constantly • Manage transactions with customers using cash registers • Resolve customer complaints, guide them and provide relevant information • Track transactions on balance sheets and report any discrepancies • Handle merchandise returns and exchanges • Ability to tolerate stress

	<ul style="list-style-type: none"> • Customers Service Agent • Nov 2017 TO Mar 2019 • Emirates Airlines, DXB International Airport, DUBAI <p><u>Responsibilities include:</u></p> <ul style="list-style-type: none"> • Working on the phone and in person to provide information about travel plans for customers. This could involve giving the customer information about arrival and departure times, reserving tickets with a particular airline, and a wide variety of other topics. These representatives work with a company's computer system to accomplish their work. Customer service reps are responsible for greeting passengers guiding them to the proper terminal, explaining airport regulations, and asking for volunteers to take a later flight when one has been overbooked.
Education	
<p>AL ANSARI EXCHANGE DUBAI , UAE</p> <p>BOARD OF INTERMEDIATE &SECONDARY EDUCATION, MULTAN PAKISTAN</p> <p>Govt Skill Development Council Punjab Lahore. Pakistan</p>	<p>DIPLOMA ADVANCE ANTI MONEY LAUNDERING .DIPLOMA ADVANCED CUTOMER SERVICE</p> <p>INTERMEDIATE 12, HIGH SCHOOL</p> <p>HOSPITALITY MANAGEMENT</p>
Languages English, Urdu, Punjabi, Hindi	
Hobbies	<ul style="list-style-type: none"> • Reading books & News paper • Play games & Watch Documentaries • Net Browsing
Reference will be furnished upon request	