



# Waqar ahmad

## SENIOR CUSTOMER SERVICE/ SUPERVISOR/SALES EXECUTIVE

### CONTACT



#### Address

jabal ali free zone jafza dubai



#### Phone

00971529808897

ahmedwaqar19901479@gmail.com



### EDUCATION

2010

**BACHELOR IN COMM (B.COM)**

University of punjab

2008

**HSSC(BOARD OF INTERMEDIA**

Rawalpindi board

2006

**SSC(BOARD OF INTERMEDIATE**

Rawalpindi board

### PRO.SKILLS/LICENSE

Uae driving license

Excel,word

Quick Learner

Positive attitude

English,arabic,p

unjabi,urdu

customer service

#### PROFILE SUMMARY:

HIGHLY EFFICIENT, INNOVATIVE AND METHODICAL SALES EXECUTIVE WITH EXTENSIVE EXPERIENCE OF SUPPORTING SALES DEPARTMENTS BY USING STRONG COMMUNICATION SKILLS. CAN RELATE WELL WITH PEOPLE AT ALL LEVELS AND HAS THE FLEXIBILITY OF WORKING WELL AS PART OF A TEAM OR INDIVIDUALLY. COMFORTABLE WORKING IN A FAST PACED, GROWTH ORIENTED WORK ENVIRONMENT AND POSSESSING A PROVEN

### EXPERIENCE (PRESENT 2024 )

#### FEDERAL EXCHANGE UAE

##### **SUPERVISOR HEAD CASHIER/SALES**

Supervising teller staff and delegating tasks

Ensuring cash handling procedures are followed

Assisting with complex customer transactions

Training new tellers and providing performance feedback

Handling discrepancies and balancing vaults/cash drawers

Ensuring compliance with banking regulations

##### **AHALIA MONEY EXCHANGE(2021 TO 2024)**

##### **SENIOR CUSTOMER SERVICE/SALES**

##### **EXECUTIVE**

Accepts and physically keeps a tally of cash amount being a single window representative (remittance and forex)while

➤ Collects proper and required documents from customers

➤ Remittance to all available corridor

➤ Handles payment of MoneyGram, Transfast, instant cash and EZ Remit

➤ Cross sells various products to customers

Responsible for routine branch operations which include purchase and sale of foreign Currency, money transfer, Bill Payment, Vat Payment and WPS solutions.

➤ Customer Service: Customer Profile, Service Profile, Remittance Query, Stop payment, Handling Complaints, Complaints Tracking and Customer Merging

➤ Acknowledges inward mail received.

##### **AL FALAH SECURITY 2015 TO 2021**

##### **CUSTOMER SERVES/ SUPERVISOR**

● Senior claims representative

● Identifying the qualified claims.

● Gathering information from customer connecting customer with law