

# Muhammad Usman

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Valid UAE driving License

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## CAREER OBJECTIVE:

Passionate and highly energetic team-player; seeking to share high level of Experience and skills in the field of retail sales and gain further experience while enhancing the company's productivity and reputation.

## WORK EXPERIENCE:

### **Customer Service Executive/ FCY | Al Ansari Exchange Dubai - April 2021 Till Date**

- Attends to customer inquiries on foreign exchange rate, remittances, bill payments, credit card encashment, promotions and other services.
- Buying & selling foreign currencies from walk in customers on a regular basis
- And from other exchange houses or financial institutions whenever the situation demands.
- Performing WPS Opening for different companies
- Performing Corporate Transactions for the companies and subsidiaries
- Cash Handling on daily basis and making sure to compliance with SOP
- Selling the National bonds to the customers and keeping the track of the same
- Cheque payments for the different transactions of consumers

### **ASSISTAN STORE MANAGER | Dubai |Apparel Group LLC- January 2017 –April 2021**

## JOB PROFILE:

- Making a weekly Rota and seeking approval from Store manager.
- Monitoring product display (VM) and maintaining the store standards.
- Communicating with Store Manager for enough stocks available and product availability.
- Allocating target (week wise, day wise and staff wise) along with the invoice and quantity target.
- Briefing Staff with individual target and other basic jobs every week.
- Make sure all the Transactions to be done in the system.

## **Cashier- United Bank Limited| Pakistan| August 2015 to Oct 2016**

### **JOB PROFILE:**

- Accepted cheques and cash for deposits and check for accuracy of the deposit slip.
- Encouraged opening new accounts
- Advice, explains or promotes the services and products offered by the bank.
- Identify customers and help making cash checks.
- Record and maintain all transactions completely and correctly to match the bank procedures.
- Reply to all the inquiries made about savings account and checking procedures.
- Provide services like ordering checks or cards for the customers.

### **Sales Executive:**

## **Outfitter Store |Pakistan | 2014 to 2015**

### **JOB PROFILE:**

- Assist the customers and listen their queries.
- Setting high retail targets.
- Develop the sale by different sales technique.
- Develop the relationship with store management.

### **QUALIFICATION:**

#### **BACHELORS OF COMMERCE (B.COM)**

Punjab University |Pakistan|

#### **HIGHER SECONDARY SCHOOL**

Diploma of commerce I.Com PICCS collage of Commerce |Pakistan|

### **SKILLS & COMPETENCIES:**

- Result oriented – Ability to achieve the target within given time
- Adaptability – Efficient under pressure, always meet deadlines
- Interpersonal communication – Effective coordinator, excellent verbal and written

### **AREA OF EXPERTISE:**

- |                             |                             |
|-----------------------------|-----------------------------|
| ▪ Relationship building     | ▪ Resolving client concerns |
| ▪ Customer needs assessment | ▪ Strong follow-up          |
| ▪ Negotiations              | ▪ Accuracy and punctuality  |

### **TECHNICAL SKILLS:**

- Microsoft Office
- Visual Merchandising

**LANGUAGES:**

ENGLISH, , PUNJABI, URDU & HINDI

**PERSONAL DETAILS:**

Nationality:	Pakistani
Date of Birth:	12 /OCT/1991
Marital Status:	Single
Present Address	Dubai, U.A.E
Visa Status:	Employment