



FAISAL RIAZ

Assistant Supervisor

CAREER OBJECTIVE

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

WORK EXPERIENCE

Assistant Supervisor Redha Al Ansari Exchange (U.A.E)

Dec,2022 - Present

Duties and Responsibilities:

Quickly and efficiently range up items while engaging with customer to leave a positive experience. Assist with placement of refunds. Helped customer pay their bill send money to funds family or friends and wps collection. Responsible for handling customer account inquiries accurately providing information to ensure resolution of product/service complaint, and customer satisfaction.

- Managing staff, training new recruits, monitoring financial operations keeping track of financial transaction, ensuring high standards of customer services and filling documents.
 - Monitor team capacity and optimally and equality distribute workload redeploying staff as required.
 - Accurate applying all remittance to various customer account and remittance advice.
 - Includes working in a multi-skilled positions across different type of funds transfer.
 - Input and verify confidential data to process transfer.
 - Research any problem and solution pertaining to wire transfer.
 - Assist branch with administrative functions such as answering inbound calls, transferring calls, filling documents and sending emails and report.
 - Adhere to AML policy under CBUAE guidelines.
 - Adhere to signed company rules and policy.
 - Fake notes reported immediately to take necessary steps to report to CBUAE/Police.
- Write report in log book about tally, excess, short and system problem if any, Analyzing final report.

CONTACT

Address

Al Quoz, Dubai, U.A.E

Visa Status

Employment Visa

Validity=16/01/2025

Phone

+971 509876110

Email

jee.faysal.rana@gmail.com

PROFILE

Date of Birth : 04, Oct, 1991

Gender : Male

Marital Status: Married

Nationality : Pakistani

SKILLS

- Time Management
- Pressure Handling
- Key Performance Indicator
- Customer Satisfaction
- Complaint Management
- Data Entry
- Multi-Tasking
- Retail Merchandising
- Cash Handling

LANGUAGES

- English
- Urdu
- Hindi
- Punjabi

INTERESTS

- Travelling
- Games
- Movies

Retail Sale Associate **Ontex Canbebe (Pakistan)**

Jan,2018 - Oct,2022

Baby Diaper,Baby Pant,Adult Diaper,Adult Pants,Baby Wipes,Sanitary Pad.

- Keep an eye on competition and give analysis to management to counter achieving the monthly volume target locked at the start of the year.
- Ensuring range availability of product in racks.
- Weekly reporting on all KPI'S.
- Ensuring bussines profitability.
- Maximum share in visibility.
- Prime rack location identification and maintainece of rack integrity.
- Display,Arrange,Price,Rotate product in store.

Retail Sale Associate **Shangrilla Foods And Beverages (Pakistan)**

Jun,2013 - Dec,2017

Ketchup,Sauces,Pickle,Seasoning,Nector

- FIFO has to be maintained both at warehouse and shelf.
- Deliever volume and revenue target for outlet.
- Identifying stock requirement at warehouse.
- Ensure that store shelves are stocked with right type and quantity of product.
- Monitor store inventory based on sale intake.
- Work and communicate with buyer,supplier,store and distribution.

MY EDUCATION

Intermediate **Bise Lahore**

Jan,2008 - Jan,2010

Matriculation **Bise Lahore**

Jan,2005 - Aug,2007