



From UAE

MUHAMMAD ISHFAQ

TEAM LEADER CUSTOMER EXPERIENCE

CONTACTS



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Al Satwa, Dubai, UAE

ABOUT ME



Dynamic team leader with a decade of customer-centric experience in exchange house environments and an MBA graduate. Skilled in driving service excellence, optimizing operational efficiency, and fostering team development. Adept at leveraging leadership and collaboration to deliver outstanding results. Eager to contribute my expertise to your organization's success.

EDUCATION



MBA

University of Peshawar |
Pakistan
2012

- *MBA in Finance*
- *Achieved a robust 3.5 GPA*
- *Proven academic excellence in MBA*

WORK EXPERIENCE



NOV 2017

PRESENT

TEAM LEADER CUSTOMER EXPERIENCE

Al Fardan Exchange | Dubai UAE

- Handling cash, credit, debit, and other payment methods for currency exchange.
- Exchanging currencies for customers based on current exchange rates.
- Managing cash floats, counting and balancing cash drawers, and ensuring accurate cash handling procedures.
- Supervise and mentor a team of exchange tellers, fostering a culture of excellence and customer service.
- Lead daily operations, ensuring all transactions are executed accurately and in compliance with regulatory standards
- Ensuring all transactions are processed according to company policies and regulatory requirements.
- Excellent customer service skills with the ability to handle customer inquiries and transactions.
- Monitored key performance indicators to ensure high-quality customer service and support.
- Capability to identify and resolve customer issues in a timely and effective manner

SEP 2015

SEP 2017

CASHIER

Al Ghurair Int'l Exchange | Dubai UAE

- Processed transactions quickly and accurately in a high-volume retail environment.
- Maintained a balanced cash drawer with a high degree of accuracy.
- Provided friendly and efficient customer service to enhance shopping experience.
- Handled customer inquiries and resolved issues with professionalism.

LANGUAGES



ENGLISH

ARABIC

Urdu

PERSONAL
DETAILS



Date of birth
03 Nov 1989

Nationality
Pakistani

Visa status
Employment Visa Transferable

Marital status
Married

- Managed inventory and restocked cashiering area as necessary.
- Performed opening and closing procedures for the cash register.

SKILLS



Customer Service

Cash Handling

Team Work

Problem Solving

REFERENCE



References available upon request