



SOHAIL SHAHZAD RIZVI

Cashier | Customer Service

CONTACT

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- Baniyas Abu Dhabi (Present)
- Lahore, Pakistan.

ACHIEVEMENTS

Country topper in Product selling in June, 2024.

EDUCATION

2010

UNIVERSITY OF THE PUNJAB

- Bachelor Degree (BA)
- Government Degree College
- Attested From Mofa & UAE Embassy

RELEVANT SKILLS

- Leadership
- Cash Handling
- Complaint Management
- Rate Negotiation
- Time Management
- Teamwork
- Effective Communication
- Critical Thinking

DRIVING SKILL

- Valid UAE Light Vehicle driving license

LANGUAGES

- English (Fluent)
- Urdu (Fluent)
- Punjabi (Fluent)
- Arabic (Basic)

ABOUT ME

Dedicated and detail-oriented Customer Service Representative with years of experience. I bring a set of talents that i believe will be valuable in my role, I honed my abilities in Customer handling, Cashiering and product knowledge, providing a solid foundation for the position. My customer service strength, people-centric nature and eagerness to please have afforded me excellent communication skills.

WORK EXPERIENCE

Lulu International Exchange llc 2021 - PRESENT

Cashier/Customer Service Representative

- Key responsibilities:
- Providing excellent customer service by listening customers actively, provide them prompt and quality service is a key responsibility.
- Process Successful error free financial transactions as per customer requirements accordingly.
- Cash Handling & Cash tallying at branch opening & closing.
- Customer Complaints Handling
- Product Selling like National Bonds, Membership Cards etc.
- Follow anti money laundering laws in accordance with Central Bank while initiate all kyc & other transactions.
- Provide support in Ammendments & Cancellation of transactions.
- Meet and great customers at lobby area.
- Indoor & out door marketing activities.
- Work as FC cashier as per branch necessity.
- Filing and Maintaining records properly for future needs

Al Falah Security & Safety Services llc 2015-2021

Security Officer (Psbld Licensed)

- Key responsibilities:
- Make Sure that my clients Property, Information and Staff is safe and secure.
- Observe Site activities and timely report to client and police.

Proton Parts Centre Malaysia Sdn Bhd 2013-2015

Clerk in Market Quality Department

- Key responsibilities:
- Receive Customer claims and initiate process.
- Parts investigation & Prepare reports.
- Prepare rejection letters for rejected parts.
- Filing, tagging and maintaining all records for future needs.
- Communicate with Customer regarding their concerns.

DIVINE SPECTRUM TELECOM MALAYSIA 2013-2013

Project Reporter (Passive Intermodulation)

- Key responsibilities:
- Prepare Site plans & visit sites
- Prepare PTWs for site visits & key collection
- Collect data and prepare reports
- Update daily trackers & maintain all records for future needs