

Arslan Dar

Al Ain

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To build and secure a responsible career in a growing organization or institution, where I can get opportunities to fully utilize my training and skills, to prove my abilities by accepting challenges, fulfilling the organization or institution's goal and climb the career ladder through continuous learning and commitment while making a significant contribution to the success of my employer.

Personal Details

Birth Date: 1996-09-04

Eligible to work in United Arab Emirates: Yes

Industry: Accounting, Administrative Assistance, Arts & Entertainment, Automotive, Banking & Finance, Business Operations, Call Center, Community & Social Service, Customer Service, Education & Instruction, Food Preparation & Service, Insurance, Marketing, Real Estate, Retail, Sales, Sports

Work Experience

Cashier

Street 27 Cafe LLC-Al-Ayn

October 2022 to April 2024

Responsibilities:

- Communicating with upper management to develop strategic operations goals.
- Developing strategic long-range plans to achieve strategic objectives.
- Look forward the operational performance of both internal and external service providers.
- Handle 150 to 200 transactions daily.
- Monitoring facility condition and environmental performance and recommending or approving funding levels and spending plans.
- Providing a workplace setting that is conducive to productive work.
- Manage the kids and well organized whole area.
- Provide all facilities regarding their accounts and Resolve their queries.
- Scheduling the daily and walk in customer' appointments.

Customer Support Officer

BANK ISLAMI PAKISTAN LIMITED

May 2021 to March 2022

Responsibilities:

- Provide splendid customer service to customers in a friendly and courteous manner at all times.
- Have sufficient knowledge about banking products and services and respond to all inquiries accordingly.
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.

- Ensure that all the bank's policies and procedures, code of conduct, and regulatory guidelines are strictly complied with in the process of discharging duties.
- Inform and suggest new banking products to customers.
- Provide information to customers on their account status and account balances.
- Open new bank accounts according to laid down rules and guidelines.
- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction.
- Provide assistance to all other members of staff in other departments of the bank by liaising with them through healthy interactions.

Phone Banking Officer

Allied Bank of Pakistan

April 2020 to May 2021

Responsibilities:

- Responsible for providing good service to customers pertaining to any of their banking, financial, and investment needs.
- responsible for resolving customer queries over the phone on a day-to-day basis thereby providing efficient customer service.

Sales Executive

Etisalat

August 2019 to May 2020

Responsibilities:

- Meeting with Etisalat and Du clients virtually or during sales calls.
- Demonstrating and presenting products.
- Establishing new business
- Maintaining accurate records
- Attending trade exhibitions, conferences, and meetings
- Reviewing sales performance
- Negotiating contracts and packages
- Working towards daily, monthly and annual targets.

Education

Bachelor's

University of the Punjab - Lahore, PK

2017

Skills

- Customer service
- Organizational skills
- Microsoft Office
- Leadership
- Communication skills
- Administrative experience

- Driving

Languages

- English - Expert
- Urdu - Expert
- Hindi - Expert

Certifications and Licenses

Driving License

June 2024 to June 2026