

# Faseeh Bin Faiz

## Accounting and Finance

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### SUMMARY

Accounting and Finance graduate with hands-on experience as a customer service representative, cashier, and bank Internship. Proficient in delivering exceptional customer service while handling financial transactions efficiently. Possess a solid understanding of banking operations, compliance standards, and financial management principles. Seeking to apply comprehensive skills and academic background to contribute effectively in an accounting or finance role within a dynamic financial institution.

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### EXPERIENCE

#### CUSTOMER SERVICE REPRESENTATIVE

United Bank Limited | May 2023 – October 2023

- Provided customer service by addressing inquiries, resolving complaints, and assisting customers with their banking needs.
- Processed financial transactions such as deposits, withdrawals, transfers, and issuing cashier's checks or money orders efficiently.
- Assisted customers with opening and closing accounts, updating personal information, ordering checks/debit cards, and explaining account fees or policies.
- Assisted customers with online banking, mobile app usage, and troubleshooting technical issues.
- Collaborated with other bank departments or team members to ensure a seamless customer experience and shared feedback to improve services.

#### BANKING INTERN

Askari Bank Limited | July 2022 – September 2022

- Handled transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts.
- Collected operational and market data for financial analysis and assisted customers in understanding the services.
- Helped in the financial condition assessment of loan applications and assisted in the promotions of the bank's services.



### CONTACT

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  - 📍 Dubai, United Arab Emirates
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### EDUCATION

**BS Commerce** | 2019-2023

The Islamia University of  
Bahawalpur.

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### KEY SKILLS

Management  
Marketing  
Accounting  
Financial Analysis  
Data Analysis  
Customer Service  
Revenue Management  
Business Development  
Microsoft Office Skills  
Budgeting  
Communication Skills  
Problem-solving  
Critical Thinking  
Leadership  
Empathy  
Work ethic  
Adaptability  
Creativity  
Attention to Detail

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- Handled customers' complaints, answered the telephone, and assisted customers and employees in a professional manner.
- Complied with all bank policies, regulations, and laws applicable to carrying out Teller duties and responsibilities

## CASHIER

United Mart | December 2020 – September 2021

- Provided a positive customer experience with fair, friendly, and courteous service.
- Registered sales on a cash register by scanning items, itemizing, and totaling customers' purchases and ensured that pricing was accurate.
- Collected payments whether in cash or credit and balanced cash drawer by counting cash at the beginning and the end of the work shift.
- Provided pricing information by answering questions and maintained checkout operations by following policies and procedures and reporting needed changes.
- Maintained a safe and clean working environment by complying with procedures, rules, and regulations.

## CERTIFICATIONS & PROJECTS

- **Introduction to Hospitality Revenue Management** | Dubai College of Tourism.
- **Introduction to Budgeting for Events** | Dubai College of Tourism.
- **Introduction to Front Office** | Dubai College of Tourism.
- **Undergraduate Research Colloquium 2023** | Participated in the project as a Group Member/Manager.
- **Internationalization of Gul Ahmed Textile Mills Limited** | Participated in the project as a Group Member/Manager.
- **Entrepreneurship Business Idea Competition** | Participated in the project as a Group Member/Manager.

## LANGUAGES

English – Fluent

Urdu – Native

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## PERSONAL INFORMATION

**Nationality:** Pakistani

**Visa Status:** Visit Visa (Valid till 27th February)

**Notice Period:** Available Immediately.