



HALLAR NIZAM

ABOUT ME:

A highly motivated and customer-oriented individual with experience in maintaining excellent customer service standards, Sales and handling cash register operations. Hardworking and dedicated Cashier cum Customer Service Representative with over 5+ years of experience. Proficient and effective in initiating sales and providing clients with optimal customer service. Eager to join a new team of professionals and assist them in thriving with my characteristic passion and commitment to excellence.

CONTACT DETAILS:

Mobile No. +971 52 5632195

Email: hallarnizam54@gmail.com

Location: Dubai, UAE

SKILLS:

- Communication Skills
- Multitasking Skills
- Relationship Building
- Problem-solving Skills
- Office Technology Skills

EDUCATION:

B.E. Electronics

N.E.D. University, Pakistan

2010 – 2014

TRAININGS:

- Branch Service Officer (Cash) Training Program
- Sales Training for Non-sales Staff

PROFESSIONAL EXPERIENCE:

- MEEZAN BANK Ltd.:



Cashier cum Sales / Branch Service Officer | Oct 2020 to Present

Responsibilities:

- Responsible for overseeing the daily operations of tillering, cashiering and ATM operations
- Ensuring prompt and efficient service delivery in compliance with Bank's service standards and legal requirements
- Perform start and end of day activities
- Report any unusual circumstances to the Operation Manager
- Responsible for providing excellent customer service to all clients / customers
- Supervise branch's daily cash movements, ATM operations, deposit pick-up, payroll delivery
- Have experience of dealing in different currencies like USD / GBP / Euros etc.

- Alfalah Bank:



Credit Card Sales | Oct 2018 to Sep 2020

Responsibilities:

- Generate sales leads
- Generating new revenue streams while building customer loyalty and retention
- Provide MIS on a weekly basis

- PTCL:



Customer Service Representative | Oct 2016 to Sep 2018

Responsibilities:

- Providing introductory information to new customers about products and services
- Responsible for handling complaints, providing solutions
- Following-up with customers to resolve any pending issues
- Identify and assess customers' needs to achieve satisfaction
- Respond promptly to customer inquiries and concerns via phone, emails, or chat

- **UFONE:**



Call Centre Agent | Feb 2015 to Sep 2016

Responsibilities:

- Answering inbound calls and assisting customers who have particular inquiries or questions.
- Providing individualized customer service of high-standard professional level
- Building the interest of customers in the products and services offered by the Organization
- Updating the existing database with any modifications or changes and the present status of existing customers