

AKHTAR RAZA



Contact Information

Current Address

Silver Island Building, Deira
Near Baniyas Metro Station
PO Box - 213215
Dubai, UAE

Permanent Address

H.No.52, Street No.-06,
Raksha Enclave, Mohan
Garden,
New Delhi - 110059

Contact No

Mobile no: +971 566724185

Email

akhtarraza.uk@gmail.com

Visa Status

Visit Visa
Expiry Date - 05/02/2025

Curriculum Vitae

OBJECTIVE

A highly Dynamic and trustworthy individual with 3 years extensive experience in Admin and customer service within a good service environment. An effective communicator who works collaboratively in a perfect manner. Well-versed in handling modern cash registers. Effectively handles customer complaints with the aim of ensuring repeat business.

Total Work Experience - 3+ Years

CORE SKILLS & COMPETENCIES

- Cash Handling
- Inventory Management
- Interpersonal communication
- Excellent communication and presentation skills
- Solution-focused
- Credits And Sales

CAREER HISTORY

Relationship Officer at Axis Bank (Quess Corp Limited) - 3rd June 2022 to 3rd Sept 2023.

Career Progression :

As a Relationship Officer at Axis Bank, in Home Loan Department, I should play a pivotal role in building and maintaining strong relationships with customers. The primary focus of this role is to understand the financial needs of clients and offer suitable banking products and services to meet those needs. My responsibilities for achieving sales targets, providing excellent customer service, and ensuring overall customer satisfaction.

Customer Service Representative /Data Entry Operator /Store Keeper – 1st Dec 2018 to 20th Apr 2021.

Company – Alwafir Marketing (Kuwait)
Major Duties and Responsibilities:

- Customer orientation and ability to adapt/respond to different types of characters.
- Strong phone contact handling skills and active listening.
- Must handle complaints, provide appropriate solutions for customers, and follow up to resolve any issues their customers experience.
- Receipt Entry when any materials come at W/H.
- Issue entry when any material issue from W/H.

Strength

- Convincing Power
- Interaction with new people
- Friendly nature
- Positive thinking
- Ability to handle crowd easily

Hobbies

- Reading Books
- Cycling

Passport Details

Passport No : R 2690617
Date of Issue : 21/09/2017
Date of Expiry : 20/09/2027
Place of Issue : DELHI
Country Code : IND

Driving License

Indian Driving License (LMV)

Personal Data

Father's Name : Mumtaz Alam

DOB : 17 Jan 1996

Sex : Male

Nationality : Indian

Marital Status : unmarried

- Prepare reports for all materials and manage transportation of materials from one department to another and prepare all production records on computerized systems.
- Prepare required reports for all cost accounts and procurement to ensure compliance to all account payable requirements.

Store Cashier –6 Months

Company Name – Croma Electronics Pvt. Ltd(Supermarket)

Major Duties and Responsibilities:

- Welcomed customers and asked for their orders.
- Provided customers with information on menu items and discount options.
- Identifying customer needs and helping customers use specific features.
- Provided customers with billing information and took cash in exchange of items sold.
- Analyzing and reporting product malfunctions.
- Handed customers packed items.
- Providing customers a personalized, friendly and efficient cashiering service.
- Taking payments from customers via cash, credit cards.
- Compiling and maintaining monetary and also non-monetary reports and records.

Personal

- Physically fit and able to frequently bend or squat while completing duties.
- Always having a professional appearance and attitude.
- Strong sense of responsibility.
- Keen to help out colleagues who are struggling with their duties.

SOFTWARE SKILLS

- MS-Office (Word, Excel, Power Point,)
- MS-Outlook

ACADEMIC CHRONICLE:

| Qualification | University/Board | Passing Year |
|------------------|------------------|--------------|
| B.A | DELHI UNIVERSITY | 2017 |
| 10+2 | CBSE DELHI | 2013 |
| 10 th | CBSE DELHI | 2011 |

LANGUAGES KNOWN

- ENGLISH : Fluently Read/Write/Speak
- HINDI : Fluently Read/Write/Speak
- Arabic : Speak

This is to certify that all the above mentioned details are true as per my knowledge.

Date: _____

Signature: _____

Date: 7-Dec-23

**AKHTAR RAZA
DWARKA SEC-6
Employee No.: AS548688**

Dear AKHTAR RAZA,

Subject: Relieving Cum Experience Letter

This has reference to your resignation letter dated 31-Aug-23. The company has accepted your resignation and relieved you from the services of the company from the close of business hours of 03-Sep-23.

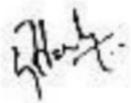
Company hereby confirms your employment details as below:

| | |
|-----------------|---|
| Date Of Joining | 03-Jun-22 |
| Designation | Junior Relationship Officer |
| Department | Retail Assets Mortgage Affordable HL Branch - RO-TL |
| Date Of Leaving | 03-Sep-23 |

We wish you all the best in your future endeavours.

In case if you require any further clarification, please write on axis.support@ikyaglobal.com or call on our toll free number 1800 208 9900.

For **Quess Corp Limited**



Tej Hans Raj Singh

Chief Operating officer | Staffing

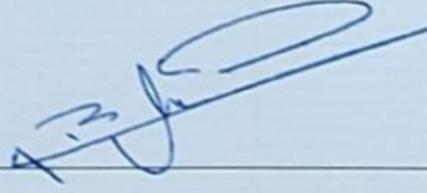
Authorized Signatory

Date: 30/05/2022

To Whom It May Concern

This letter is to certify that Mr. **Akhtar Raza**, Indian nationality, was employed by Alwafir marketing services Co. from **01/12/2018** till **20/06/2021** as "**Data Entry Warehouse**".

This letter is issued upon his request without any liability towards the company.



HR Department

الوافر
للخدمات التسويقية