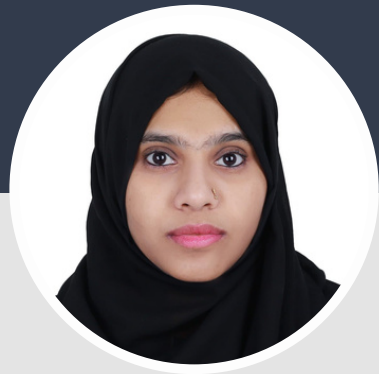


SANA BEGUM

CASHIER & CUSTOMER SERVICE



CONTACT

+971552738639

begumsana45@gmail.com

Al Rashidiya - Dubai, UAE

SKILLS

- Customer Service Excellence – Strong client communication, problem-solving, and relationship-building abilities.
- Cash Handling and Reconciliation – Skilled in managing cash transactions, maintaining ledger accuracy, and balancing cash drawers.
- Banking Software Proficiency – Experienced in using [specific banking software or POS system, if applicable].
- Attention to Detail – Maintains accuracy in all transactions and documentation.
- Time Management – Efficient in managing time-sensitive tasks in a high-volume environment.

LANGUAGES

- English
- Hindi
- Telugu
- Urdu

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 22/09/1997
- Gender : Female
- Civil Status : Married
- Passport No : Y5565090
- Expiry Date : 13/06/2033
- Visa Status : Spouse Visa



PROFESSIONAL SUMMARY

Dedicated and detail-oriented customer service professional with a strong background in banking and cashier operations. Skilled in handling transactions, assisting clients with banking services, and ensuring efficient, high-quality service. Known for excellent communication, integrity, and a commitment to maintaining accurate records while delivering positive client experiences.



WORK EXPERIENCE

Customer Service cum Cashier

April 2017 to May 2021

ICICI Bank, India for 4 Years (Hansa Research Company)

- Assisted customers with inquiries, account management, and banking products, ensuring a positive customer experience.
- Processed and resolved customer complaints and issues promptly, maintaining high customer satisfaction levels.
- Provided guidance on bank services, policies, and digital banking options to enhance client accessibility.
- Accurately processed deposits, withdrawals, and payments, handling large cash volumes with precision.
- Ensured all transactions were documented and balanced at the end of each shift to maintain error-free records.
- Supported the bank's anti-fraud protocols by adhering to strict cash handling and verification procedures.
- Managed a high volume of daily calls to recover outstanding balances while maintaining positive client relations.
- Implemented tailored strategies to negotiate payments and provide guidance on debt resolution options.
- Accurately documented call interactions and payment agreements in the system, ensuring compliance with bank policies.
- Managed customer accounts, updated information, and resolved issues to improve account status.
- Handled sensitive financial data with strict confidentiality and adherence to compliance standards.



EDUCATION

B.com

Vikas junior college, India

Intermediate

Sir Newton's College