



MIAN ZARIN SHAH

Cashier | Debt Collector | Customer Relations Specialist

EXPERTISE

Auto Insurance Claims

Invoice Management

Statements of Account
Submission

Credit Note Acquisition

Investigate and resolve
discrepancies

Knowledge of Legal
Requirements

Report Compilation

Managing Multiple Account

Complaint Resolution

SNAPSHOT

- 12 Years' combined experience in Debt Collection, Finance, Cash Department and Customer Relations
- Hold a valid UAE Driving License
- Over 1 Year experience in Auto Insurance Debt Collection
- 4 Years' experience in Cash department as cashier in Transport Industry
- 2 Years' experience as Finance Assistant in Construction Industry
- Highly skilled in a wide range of Debt Collection & Negotiation Strategies

ACHIEVEMENTS

- Recovery of 2 million AED per month for multiple months
- Old Debts Investigated and extracted
- Trained My Team for Municipality Inspections
- Created & expanded Claims Departments of all insurances & fleet customers
- Acquired familiarity with Insurance Claims in record time
- Promoted from cashier to team leader

CONTACT



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Hor Al Anz, Dubai

CAREER

Oct 2020 – Oct 2023 **Cashier**

Emirates Transport, Dubai, UAE

Execute precise cash transactions swiftly and efficiently
Emphasize meticulous cash handling and record maintenance
Reduce errors and improve error prevention
Showcase expertise managing transactions and electronic payments
Display product knowledge, answering queries, and providing information
Demonstrate warm greetings, issue resolution, and a positive experience

Dec 2017 – Oct 2020 **Debt Collector**

Emirates Transport, Dubai, UAE

Keeping track of assigned accounts to identify outstanding debts
Planning course of action to recover outstanding payments
Locating and contacting debtors to inquire of their payment status
Update account status and database regularly
Alert superiors of debtors unwilling or unable to pay when necessary
Comply with requirements when legal action is unavoidable

Mar 2015 – May 2017 **Custom Relations Officer cum Cashier**

101 Parathas, JLT, Dubai

Welcome the customers and taking orders
Proper explaining and suggesting best of restaurant
Taking feedback from customers
Receiving catering orders and supervising the order
Receiving calls for delivery and dispatching the order

July 2013 – Dec 2014 **CRO (Customer Relations Officer)**

Habib Bank Ltd., Pakistan

Engage customers to pitch both retail and SME products
Explain product offering, product promotion and credit criteria
Pre-qualify prospect based on specific criteria.
Identify customer's needs and pitch the right products
Cross sell of other products such as auto loan, mortgage, bank assurance
Complete and submit all applications in a timely manner.
Observe the banks performance standards and professionalism

Nov 2010 – Dec 2011

Finance Assistant

Salarzai Construction Company, Pakistan

Maintaining cash book and petty cash

Recording day to day transactions

Preparing ledgers for all accounting heads, and preparing trail balance.

Assisting Finance manager in preparing internal financial statements

Cost allocation for every upcoming project.

ADDITIONAL DETAILS

Education	MBA (Master in Business Administration)
Languages	English Urdu Pashto
UAE Driving License	Valid UAE Driving License
Date of Birth	16 January 1984
Trainings Received	PIC (Person In Charge) First Aid Safety Course