

# **CURRICULUM VITAE**

## **USMAN AKBAR**

Eagle Tower Al Majaz, Sharjah – UAE

Mob: +971 507842144

Email : usman.akbar@ymail.com



### **CAREER OBJECTIVE:**

To work in a professional atmosphere and a growth-oriented organization where I can get the chance to enhance and utilize all my skills. Apart from this I can get the chance to provide continuous improvement through my profile and I can dispose my abilities at the level best.

### **ACADEMIC QUALIFICATION**

- Master of Sociology (Abdul Wali khan University Mardan)
- Bachelor of Arts (Sociology & Islamic Law)
- Intermediate & Metric (B.I.S.E Mardan)

### **PROFESSIONAL CAREER**

**Company :** AL GHURAIR EXCHANGE LLC

**Job :** business development executive

**Date :** January 2018 – up to September 2021

#### **Responsibilities**

AL GHURAIR EXCHANGE Generating leads & converting them in to successful business achieving sales goals.

Customer relation retention convincing on products.

Approaching new and existing customers generating extra revenue.

Customer assistance, maintaining ,problem ,complaint resolving/ total customer solutions market knowledge, knowledge of target customer industry territory etc.

Negotiating all contacts with prospective clients.

Coordinating sales efforts with marketing programs.

Adaptation & innovation of solutions to enhance business growth.

Comply with organizational QMS requirements job requirements qualifications .

Competitor review.

Preping daily & monthly reports.

Provide feedback to sales manager on market conditions competitive products policies advertising initiatives.

**Company :** JOYALUKKAS EXCHANGE LLC

**Job :** Customer Service Executive

**Date :** November 2016 to December 2017

#### **Responsibilities**

Customer service executive

Assisting customers

New customers onboarding, money transfers forex exchange processing salaries WPS

Customer care resolving customers complaints.

coordinating with team members as a team player.

Outdoor marketing.

Generating daily & monthly reports reconciliation reports.

**Company :** SA'AD EXCHANGE

**Job :** Cashier & Branch In charge

**Date :** November 2013 → October 2016

## **Responsibilities**

- In charge of Foreign Currency Sale/Purchase.
- Generate a Summary of all FC Purchase/Sale for Daily Report.
- Creates a Monthly Expenses Report, Reconciliation Report and FC Summary of Sales and Purchase to be submitted to the Head Office by the end of the month.
- Ensures the Team members perform their work objectives.
- Executes various Payments and Remittances World-wide through Online Remittance Service System.
- Enters data into the Computer System (SYMEX) and ensuring that the information is accurate for record Keeping.
- Instant Cash, Western Union, Xpress Money, Speed Remit, IME

**Company : IRSP (Integrated Regional Support Program)**

**Job : Cashier**

**Date : October 2010 to August 2013**

## **Responsibilities**

A well-organized Office cashier. Strong Customer Service skills and communication (multi-lingual) Excellent Time Management Strong Problem-Solving skills Ability to work unsupervised. Highly trustworthy, discreet and ethical, Strong Mathematical and statistical knowledge to ensure error –free calculations

## **PERSONAL SKILLS**

- active listening
- Customer service
- Problem solving
- Interpersonal
- Management
- Leadership
- Communication

## **TECHINICAL SKILLS**

- Valid UAE driving license
- Proficient in MS Office Proficient in MS Office
- IPC Formatting & Technical work in computers. Speed is 70-80 WPM

## **PERSONAL DETAILS**

Father Name : Akbar Jan  
Date of Birth : 03/01/1991  
Nationality : Pakistan  
Marital Status : Married  
Sex : Male  
Religion : Muslim  
Language Known : English, Hindi, Urdu & Pashto

## **PASSPORT DETAILS**

Passport No. : FC 1332683  
Date of Issue : 09/08/2018  
Date of Expiry : 08/08/2023  
Visa Status : Visit Visa

## **DECLARATION**

I hereby certify that all information are true and correct to the best of my knowledge and belief.

## **REFERENCES**

Available Upon Request

*Usman Akbar*