



# Muhammad Sohail Asghar

Admin | IT | Social Media Marketing |  
Customer Services | Cashier | Office  
Assistant | Supervisor

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Albarsha Dubai, United Arab Emirates

## SUMMARY

Experienced admin ,administrative and customer service professional with a strong background in cash handling, transaction processing, and client support, office assistant also office work. Skilled in managing customer inquiries, resolving issues, and maintaining accurate financial records. Proven ability to enhance customer satisfaction through effective communication and problem-solving. Adept at multitasking in fast-paced environments while ensuring compliance with organizational policies and procedures. Seeking to leverage these skills in a dynamic role within a growth-oriented organization."

## EXPERIENCE

### IT Officer

Hello World

07/2023 - 02/2024

An IT Officer i'm responsible for managing and maintaining an organization's IT infrastructure, ensuring the smooth operation of computer systems, networks, and software. installing and configuring software, troubleshooting technical issues, and providing user support. They also oversee network security, perform regular system updates, and ensure data backups and recovery processes are in place. IT Officers may be involved in implementing new technologies, monitoring system performance, and ensuring compliance with IT policies and security standards. Strong problem-solving skills, technical expertise, and the ability to stay updated with the latest technology trends are key to success in this role.

### Admin

Bilal Seeds

12/2022 - 07/2023

An administrative professional is responsible for supporting the smooth operation of an organization through a variety of tasks. These include managing office communications, scheduling appointments, organizing files, and handling correspondence. They often assist in preparing reports, coordinating meetings, and maintaining databases. Administrative roles also involve providing support to management and other staff members, ensuring efficient office workflows, and maintaining a well-organized work environment. Strong organizational skills, attention to detail, and proficiency in office software are essential for success in this role.

### Credit Administration

Khushhali Bank

08/2021 - 10/2022

My duties include preparing and reviewing credit documentation, ensuring compliance with the bank's credit policies, and monitoring the disbursement and repayment of loans. They assist in the analysis and approval of credit applications, maintain accurate records of all credit transactions, and monitor the status of loan accounts to identify potential risks. The role also involves coordinating with relationship managers, legal teams, and other departments to ensure smooth processing and adherence to regulatory requirements. Strong analytical skills, attention to detail, and knowledge of credit regulations are essential for this position.

### Customer Services

Khushhali Bank

10/2017 - 08/2021

As a Customer Service Ofcer responsible for assisting clients with their banking needs, addressing inquiries, and resolving issues related to accounts, transactions, and products. They ensure a high level of customer satisfaction by providing information on banking services, helping with account openings and closures, and guiding customers through online and

mobile banking platforms. Additionally, they handle complaints, escalate complex issues when necessary, and support sales by promoting the bank's products and services. The role requires strong communication skills, problem-solving abilities, and a thorough understanding of banking policies and procedures.

**Cashier**  
Khushhali Bank

06/2016 - 10/2017

As a cashier responsible for handling customer transactions, including deposits, withdrawals, and check cashing, while ensuring accuracy and compliance with banking regulations. They provide excellent customer service by answering account inquiries, promoting bank services, and resolving issues. Additional duties include balancing the cash drawer, maintaining accurate records, and adhering to security protocols.

**EDUCATION**  
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Computer Science

09/2013 - 12/2015

Computer Science

09/2010 - 08/2012

**SKILLS**  
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Assistant	Expert	Cash	Expert
Admin Assistant	Expert	Customer Services	Expert
Office Assistant	Expert	IT Officer	Expert
Document Controller	Expert	Administration	Expert
Office Clerk	Expert	Admin	Expert
Credit Administration	Expert		

**LANGUAGES**  
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English	Fluent
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